Airiel B. Berry

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Education

University of Central Oklahoma

Bachelor of Art Psychology

August 2012 - Candidate May 2019

Professional Experience

**Regions Hospital**

Saint Paul, MN 2017-Current

**Call Center Representative**

* *Work in a fast paced communication focused environment*
* *Read, follow oral and written direction*
* *Clearly communicate nutrition concepts*
* *Effectively communicate with hospital staff, visitors and patients*
* *Multitask (e.g. talk on phone and work on computer at the same time).*
* *Switch tasks and duties at a moment’s notice while maintaining a positive attitude.*
* *Efficient, accurate and have good attention to detail*
* *Navigate multiple computer applications simultaneously*

**Avenues for homeless Youth Shelter**

Brooklyn Park, MN 2015-2017

Youth Counselor

* Help youth solve problems
* Help youth with substance abuse and behavioral problems
* Review client files/pass on log when arriving
* Log in individual client files
* Document hourly room checks/know who is in the house at all times
* Update “Daily Roster”
* Communicate with next shift regarding each youth/write in pass on log
* Prompt for medications/document in medicine log
* Answer phone/door
* Walk through and check cleanliness/clean as needed
* Check Voicemail
* Emergency Bed Intake

Mall of America

Bloomington, MN 2014-2015

Team Leader of Housekeeping

* Plan and direct housekeeping team member to carry out their duties
* Supervise housekeeping staff and conduct detail inspection of all service areas
* Recruit and train housekeeping staff
* Create reports for the higher management
* Ensure appropriate maintenance of all housekeeping equipment and tools
* Maintain inventory of tools and supplies used in housekeeping activities
* Clean, lounges, lobbies, bathrooms and hallways Vacuum
* Empty wastepaper baskets and ashtrays
* Transport trash to waste disposal equipment
* Create a positive atmosphere for both employees and guests
* Maintained a positive attitude for customer satisfaction

University of Central Oklahoma Disability Support Services,

Edmond, Oklahoma 2012-2013

Administrative Assistant

* · Copying papers
* · Answering phone
* · Taking messages
* · Typed letters
* · Greeted visitor’s
* · Entered demographics
* · Filed papers
* · Scheduled appointments
* · Ran office errands
* · Direct students in the correct location

Union Public School Transportation,

Tulsa, Oklahoma 2010-2011

Administrative Assistant

* Copying papers
* Answering Copying papers
* Answering phone
* Taking messages
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