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**KEY SKILLS**

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| Bachelor of Science  Leadership  Teambuilding Mentor 2-5 New Hires | High-Stress Work Environment  Word/Excel/PowerPoint Veteran  Type 60 WPM | Customer Service Complaint Handling  Composed Under Pressure  Interpersonal Communications Training Diversity Training |

**PROFESSIONAL EXPERIENCE**

VA – Remote, OH

**Program analyst**, August 2023-Present-40 hours a week

* Develop SSIS, SQL and different project for web Development and reports.
* to develop broader and more in-depth knowledge and skill to perform higher-level assignments.
* communicate factual and procedural information clearly, orally and in writing.
* gather and analyze basic facts and draw conclusions.
* Independently plans and carries out the assignments in conformance with accepted policies and practices.
* adheres to instructions, policies, and guidelines in exercising judgment to resolve commonly encountered work problems and deviations.
* Brings controversial information or findings to the supervisor’s attention for direction.

VA – Youngstown, OH

**MSA**, November 2021-August 2023-40 hours a week

* Advises clinical staff on current administrative.
* operate computerized programs and systems to enter, modify, and retrieve sensitive medical and patient identifying] information (PII) into or from electronic health records, scheduling systems, and/or reports.
* participates in team huddles and team meetings to manage, plan, problem solve, and follow-up with patient care by sharing information and collaborating with the interdisciplinary team.
* setting priorities and deadlines, adjusting the flow and sequencing of the work to meet team and patient needs.
* Ability to collaborate and communicate with a wide range of medical clinicians across multiple disciplines (e.g., medical doctors, nurse practitioners, physician assistants, psychologists, psychiatrists, social workers, clinical pharmacists, and nursing staff) to accomplish team goal setting to ensure medical care to patients is met.
* responsible for answering phones, relaying messages to appropriate staff inside or outside of Community Care, scheduling appointments, including interpreting, and verifying provider orders in accordance with VHA national scheduling guidelines.

Meridian HealthCare – Youngstown, OH

**Drug Screener**, August 2019-November 2021- 40 hours a week

* Scheduling PT for test and follow ups for case managers.
* Monitors and collects male urine specimens for drug testing.
* Collects specimens of hair and saliva for drug collection and processing.
* Performs Breath Alcohol Analysis as a trained B.A.T. (Breath Alcohol Technician).
* Performs criminal background checks according to procedure.
* Maintains records and logs of all specimen tests obtained and processed.
* Responsible to photocopy and mail, in a timely manner, results of drug screens and saliva testing as requested by companies, with proper release of information.
* Orders supplies, maintains inventories and stocks of Lab Prep area.
* Maintains a clean work environment.
* Calls results of drug tests to companies within a 24-hour period with proper release of information according to agency procedures.
* Functions as contact person between Meridian and reference laboratories.
* Performs on-site specimen drug screen collections and various testings.
* Maintains current knowledge of all DOT Federal Regulations.
* Participates in Blood borne Pathogen Exposure/Chemical Hygiene Training.

Ohio State Penitentiary — Youngstown, OH

**Corrections Officer,** September 2004 to July 2017 – 42.5 hours a week

* Maintained control of the institution to provide for safety and security of the facility, inmate, staff, and general public by enforcing rule, regulations, policies and procedures.
* Supervised and directed inmate activity in assigned areas of the facility.
* Monitored and operated security controls, equipment, and computers
* Operations of automotive vehicles in perimeter security and the transportation of inmates
* Complete required reports and served on committees including veterans committee.
* Provided input on procedures regarding training of new corrections officers.
* Excellent communication and people skills which are required in an adult correctional facility.
* IPC Training (Interpersonal Communications in the Correctional Setting)

Army National Guard — Boardman, OH

**Heavy Wheel Mechanic,** March 2000 to March 2008

* Performed direct support and general support maintenance on wheel vehicles, material handling equipment, trailers, and associated items.
* In charge of squad to ensured that daily tasks were being completed, trained squad members, provided mentoring and guidance to subordinates.
* Served in Iraq from 2004-2005 completing tasks such as gun-truck missions, tower duty and working in the motor pool.
* Ensured staff members and third country nationals were safe during gun-truck missions while transporting supplies throughout Iraq.
* Used technical manuals to diagnoses vehicle concerns and identify proper repair steps.
* Completed preventive maintenance checks and services requests through the computers.

**EDUCATION & COURSEWORK**

**Full Sail University**   
Bachelor of Science in Game Design-2014

**VA**

Exploration in Leadership (LeadX)Team Lead

Exploration in Leadership (LeadX)Emerging Leader

**Franklin Covey**

The 5 Choices - Choice 1: Act on the Important, Don't React to the Urgent

The 5 Choices - Choice 5: Fuel Your Fire, Don't Burn Out

Lead Your Team Through Change - 1

The 7 Habits - Habit 7: Sharpen the Saw

The 5 Choices - Choice 3: Schedule the Big Rocks, Don't Sort Gravel