|  |  |
| --- | --- |
| Kathryn E. Stewart | ***704 Orchard View Road ~ Reading, Pennsylvania 19606***  ***(484) 678-6957 ~*** [***kespsu24@yahoo.com***](mailto:kespsu24@yahoo.com) |

**Mentoring and Motivation ▪ Personal Engagement ▪ Technology Integration ▪ Patient Advocacy ▪ Team Building ▪ Proactive Leadership ▪ Knowledge Assessment ▪ Relationship Building ▪ Celebrates Achievements**

**Qualifications Summary**

Top-performing and patient-oriented professional with over eight years of experience and a strong track record of demonstrable success in **customer service, education**, **social services**, and **patient advocacy**. Honest, dependable, and dedicated self-starter adept at assessing individual needs and cultivating a differentiated learning experience for each individual with emphasis on personal learning styles, interests, and needs. Creative, natural leader with a passion for educating young and old minds alike, and growing them into well-rounded, responsible, and successful individuals. Very resourceful and detail-oriented consummate professional with outstanding organizational abilities. Enthusiastic and friendly team player with excellent communication and interpersonal skills to easily and effectively interact with individuals at all levels.

**Core Competencies**

* Compassion and empathy for children and their families
* Provides options and encouragement for individualized situations
* Adept at actively engaging students in critical thinking and problem solving
* Excels at quickly establishing trusting rapport with children, parents, and fellow advocates
* Enjoys collaborating in a group/team environment and sharing best practices
* Dedicated to presenting information in a wide variety of developmentally-appropriate ways and maximizing resources

**Professional Experience**

Accolade, Inc., Plymouth Meeting, PA 2/13-Present

**Health Assistant-Customer Service/Call Center**

Manage the healthcare needs of a core group of clients through education and patient advocacy. Provide options and possible outcomes in various clinical situations based on the personal needs and beliefs of each client. Educate clients on healthcare issues such as insurance benefits, bill processing, provider and facility options, and clinical needs. Assess each client using probing questions about personal needs, support systems, and knowledge about the healthcare system. Anticipate and plan for future needs of a client through collaboration with a team of nurses, behavioral health specialists, and pharmacists. Improve client’s awareness of their rights while guiding them through care and treatment options. Persuade providers and billing offices to work with the client to meet their clinical, logistical, and behavioral health needs. Answer and direct incoming and outgoing calls using a multi-line phone system. Document all interactions within a secure database, being sure to abide by HIPAA rules and regulations at all times. Daily responsibilities include answering calls in queue and resolving client issues.

Wilson School district, West Lawn, PA 10/10 –2/13

**Hourly Teacher**

Implement the Soar to Success reading intervention program in small groups of 4th grade students. Provide modeling for students to use the reading strategies: predict, question, clarify, and summarize. Lead group discussions and reflections about each book. Create extension activities for each book such as: a story map, questioning web, illustration activities, vocabulary activities, and review questions. Keep track of student progress using a Google Documents spreadsheet, Performance Plus Tracker, and Skyward programs. Assist first and second grade students one on one in math daily. Proctor the PSSA test in a small group. Administer AIMSweb testing for students in grades K-2. Provide instructional support to small groups using the computer-based PSSA preparation program Study Island. As a Kindergarten Teaching Aide, assist the classroom teacher in any preparation needed for lessons. Run one or multiple center groups weekly based on the needs of each group and the skills required for the activity. Monitor behavior and implement behavior modification as needed.

Wilson School district, West Lawn, PA Summer 2011

**Extended School Year Classroom Aide**

Worked as a team with the teacher and other aides in an Autistic Support classroom for the six week summer program. Provided one-on-one educational and behavioral assistance to two students within this classroom. Completed a daily log of the academic and social activities of these students for parental review. Encouraged social interaction between all students in the classroom through small group activities. Brainstormed with my peers instructional best practices and developmentally appropriate behavioral interventions.

Huntington Learning center, Reading, PA 2/11- 8/12

**Site Coordinator/Tutor (Grades K-8)**

Supervised a six week after-school program for inner-city students grades K-8. Supervised three employees during tutoring sessions. Ensured safe transportation of students to and from the program each day. Tutored students using a reading intervention program. In this program, students were tutored in multiple comprehension skills such as: drawing conclusions, finding details, main ideas, phonics, compare and contrasting, sequencing, inference, and true/false questioning. Kept records of student progress on an Excel spreadsheet. Reviewed weekly progress records and notes sent home to parents. Ran weekly employee meetings to ensure employee cooperation.

Huntington Learning center, Lancaster, PA 10/10 – 12/11

**Tutor (Grades K-8)**

Tutored students using a reading intervention program. In this program, students were tutored in multiple comprehension skills such as: drawing conclusions, finding details, main ideas, phonics, compare and contrasting, sequencing, inference, and true/false questioning. Completed weekly progress reports for parents.

Reading School District, Reading, PA 2/10 – 10/10

**Substitute Teacher (Grades K-6)**

Teach (sometimes on a last-minute notice) multiple subjects and manage/lead classroom activities in teacher’s absence. Keep meticulous notes to ensure absent teachers are up-to-date about daily classroom activities and progress. Collaborate with fellow teachers to share instructional best practices. Quickly respond to and resolve student behavior issues.

New story, Wyomissing, PA 10/05 – 8/09

**Therapeutic Service Staff**

Provided wraparound services for children with Autism. Worked collaboratively with parents, teachers, and other medical and social-service professionals to create individualized treatment plans and to ensure children received appropriate comprehensive treatment. Conducted and oversaw one-on-one behavioral modifications in homes, pre-schools, and public and private elementary schools. Led behavioral interventions and tutored/mentored students in extended school year and summer school programs. Provided one-on-one intervention and support to students in the Milestones Achievement Center (an alternative-education school). Completed training sessions on topics such as medications, mental disorders, non-violent restraints & interventions, first aid, and CPR; became certified in first aid and CPR/CPI. Led activities such as singing and play therapy to reinforce social skills. Kept thorough documentation on day-to-day activities and progress.

**Internships**

Kutztown Elementary School, Kutztown, PA 10/09 – 12/09

**Kindergarten Student Teacher**

Designed and oversaw six centers covering and integrating the areas of reading, writing, math, science, social studies, and art. Created and taught lessons on patterning, sequencing, handwriting, and reading sight words. Led the morning meeting combining math and critical-thinking skills using innovative manipulatives. Utilized the “Kid Writing” approach and provided one-on-one and small group mentoring and support to students.

13th & Union Elementary School, Reading, PA 9/09 – 10/09

**2nd Grade Student Teacher**

Designed and taught a science unit on growing and observing new plants. Taught addition and subtraction using manipulatives such as a human number line and matching cards. Collaborated with the classroom teacher to create and run language-arts centers. Developed lesson plans and taught language-arts lessons incorporating phonics, story webs, story genre, characters, setting, vocabulary squares, and writing skills. Led students in creating a KWL (Know, Want to know, have Learned) chart about plants. Created assessments such as math review packets and writing checklists to reinforce classroom lessons. Provided one-on-one mentoring to struggling students. Completed in-service trainings on topics such as Response to Intervention and brainstorming activities to increase standardized assessment scores.

Concern, Wyomissing, PA 1/05 – 5/05

**Case Worker Intern**

Gained experience working in the foster care system through shadowing a case worker. Participated in visitations between children in foster care and their biological parents. Completed paperwork on visitations and transported clients to and from visitations. Attended court hearings and meetings to observe and gain knowledge about the foster care system.

**Education / Certifications**

**Certified in Elementary Education K-6**

**Bachelor of Arts, Elementary Education** (3.8 GPA) – Albright College (completed in 2009)

**Bachelor of Arts, Applied Psychology**, Pennsylvania State University (completed in 2005)

* Minor in Human Development and Family Studies; received Dean’s List honors (fall 2004 and spring 2005)