

# **Maya K. Dalal**

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Fremont, CA 94555

Compassionate and dedicated clinical psychology student with comprehensive experience in navigating mental health, more specifically, managing patient care and implementing trauma-informed interventions. Knowledgeable of understanding and working with various different types of people and personalities who deal with mental disorders and behavioral health. Passionate about fostering patient relationships, ensuring trust, respect and support to create a healing environment.

## **SKILLS**

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- Crisis Intervention & De-escalation
- Therapeutic Communication
- Active Listening
- Empathetic
- Team Player
- Patient Monitoring
- CPR & BLS
- Critical Thinking

## **EXPERIENCE**

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### **MENTAL HEALTH TECHNICIAN**

Fremont Hospital

**Fremont, CA**

*October 2024 - January, 2026*

- Provided daily basic care such as vitals, daily assistance, and ensuring patient safety.
- Maintained accurate and clear documentation for patient behavior (rounds, 1:1 session notes, and vital signs)
- Provided ongoing emotional support, maintained therapeutic rapport with patients through empathetic communication and active listening skills
- Provided immediate crisis intervention and verbal de-escalation for patients experiencing suicidal ideations and self harm, along with therapeutic communication
- Utilized CPI, non violent crisis intervention techniques such as seated and standing holds to ensure patient safety.
- De-escalated and managed unpredictable and volatile situations with high risk patients in a busy inpatient setting, reducing the need for restrictive interventions

### **BANK TELLER**

Citi Bank

**Newark, CA**

*April 2021 - Present*

- Balanced cash drawer and maintained full accountability for assigned cash on hand.
- Resolved problems and discrepancies concerning customers' accounts.
- Provided excellent customer service in a high-volume banking environment, including cash handling and account inquiries.
- Developed strong relationships with customers to ensure repeat business.
- Complied with BSA, CRA, fair lending, and other compliance issues as required by policies and procedures.
- Supported customer confidentiality and security with stringent discretion.

### **CUSTOMER ENGAGEMENT ASSOCIATE**

Dalal International

**Fremont, CA**

*September 2019 - September 2021*

- Developed strong customer service skills through daily interactions with customers in an online and on-the-phone customer facing environment.
- Participated in team meetings, providing insights to improve operations.
- Maintained up-to-date knowledge of organizational policies, procedures, and regulations.

- Developed new customer prospects or referrals to build customer relationships and drive sales.
- Committed to delivering excellent customer service while working in a fast-paced environment. Focused on learning new skills and staying updated with industry changes.

## EDUCATION

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### **BACHELOR OF SCIENCE (B.S.) IN PSYCHOLOGY**

Purdue University, **West Lafayette, IN**

*August 2023 - Present*

### **ASSOCIATE IN ARTS (A.A.) IN PSYCHOLOGY**

Ohlone College, **Fremont, CA**

*August 2020 - May 2022*