**Kim Ondrako**

**New York, NY 10024** [**ondrakkm@lemoyne.edu**](mailto:ondrakkm@lemoyne.edu) **315-481-5494**

**EDUCATION**

## Bachelor of Arts in Psychology in Psychology

Le Moyne College - Syracuse, NY August 2010 to May 2014

# **Work Experience**

**Community Habilitation Specialist** Young **Adult Institute-New York, NY October 2017 to Present**

-Supporting people with disabilities in the home and community

-Assist with developing skillsets to increase their level of autonomy

## Mentor

**Advocates Inc-Syracuse, NY March 2017 to August 2017**

-Supporting an individual with disabilities in her everyday activities

-Encouraging her to explore her interests and to learn new activities

## Control Center Specialist

**Rapid Response Monitoring-Syracuse, NY February 2015 to February 2016**

-Mentored prospective employees on the call floor

-Efficiently and accurately provided information on alarms for an immediate emergency dispatch

-Effectively communicated with clients and service providers while troubleshooting systems

-Demonstrated ability to achieve high productivity and quality assurance scores

## New York Relay Operator

**Communication Service for the Deaf-Syracuse, NY January 2014 to January 2015**

-Transcribed phone calls for individuals who are deaf, hard of hearing, or speech impaired

-Translated written American Sign Language into a conversational tone in English

## Direct Support Intern - Family Support Center

**Elmcrest Children's Center Syracuse, NY August 2013 to May 2014**

-Assisted residents in forming healthy relationships and skill development

-Developed skills to help prevent emergency situations from escalating

-Effectively communicated with staff members and handled their responsibilities in their absence

## Sales Associate

**Saks Fifth Avenue OFF -Syracuse, NY**

**May 2012 to August 2013**

-Created rapport with clients and assisted with their sales transactions

-Achieved personal sales and credit card goals consistently

## Tutor

**Service Learning - After School Program - Syracuse, NY February 2013 to April 2013**

-Mentored at risk high school students from the Syracuse City School District

-Educated and provided guidance to students having difficulty in school

## Camp Counselor

**Camp Onseyawa-Ovid, NY August 2011 to August 2011**

-Aided children with developmental disabilities between the ages of 6 and 16

-Responded and adapted to all of my camper's physical and medical needs appropriately

# **Skills**

Sign Language

# **Additional Information**

Skills Volunteer Work

Level I American Sign Language Meals on Wheels

Level I Korean Language