

**Objective: To obtain a service position that will promote education and growth personally and in the community.**

### **Functional Summary**

- Microsoft Office, Raw HTML, Web Production, Windows proficient.
- Hands on experience in retail, medical, corporate, and construction
- 15+ years experience customer service in various and diverse settings.
- 8+years experience in hazmat/ abatement, and laborer.
- Community Advocate, resource for services.

### **Relevant Skills**

- Familiarity with GMP principles, FDA regulations, MSDS sheets, OSHA standards , Universal Precautions, CPT coding , ICD-9, First Aid, CPR
- Ability to read SOP, data entry. Implementation of strict documentation and lab protocol.
- Identify goals and priorities and solve in initial stages.
- Greatly active in the Treasure Island/ San Francisco Community

### **Present/Employment History**

#### **L.E.N. Business Institute November 2018-Present**

**Front Desk Clerk:** Greet tenants, guest and direct vendors. Answer telephones and take messages. Conduct patrols of the entire complex and surroundings. Report malfunctioning equipment to maintenance staff. Respond to emergency situations and contact appropriate on-call staff if needed. Enforce the appropriate building policies and house rules. Distribute memos, notices, documents, and monthly newsletters to residents.

#### **Good Eggs August 2018-2019**

**Produce Associate:** Warehouse associate: Quality Control/work collaboratively with a small team to prepare and package top quality produce. Pulling product from back stock Preparing product for front stock. Inventory management tasks. Maintain quality of service by following operational standards

#### **Bayview Hunters Point Foundation**

##### **Contractor: Facilitator/ Cook**

**Strengthening Families Program:** 14 week program implementing better communication and establishing boundaries between parents and teens ages 12-17. Weekly classes held in two locations. Class consists of sit down family meal, separate classes for the adults and children, a 20 minutes combined review, and Home Practice.

**Olivet missionary Baptist Church 2015 - Present:** Assistant Director/Facilitator: Olivet Children's Youth Program. Implement lesson plans, and annual programs for youth ages 5-10, and 11-15. Including praise Dancing, and Youth Choir.

**Treasure Island Homeless Development Initiative 2009 - 2018:** Contract work in the Treasure Island Community on various projects, Such as the Treasure Island Resource Guide, Youth Computer Lab, community outreach/events.

#### **Treasure Island Parent Council 2009 - Present**

Outreach/Volunteer and community activity coordination. Familiarity and rapport with most agencies on the Island. Holiday, cultural, and SFUSD events yearly.

**Community Housing Partnership Tenant Services Counselor 03/08-11//10** Provide and connect services for residents in SRO building in SF Tenderloin District. Including: medical, financial, UIB, disability, money management and nutrition/wellness. Assisting with identifying, and support for mental, substance, relapse, and recovery issues.

#### **Desk Clerk 10/07-03/08**

**On site front desk support for SRO building in SF Tenderloin District.**

Control of all admittance to the building, during shift. Assist property management, janitorial and services staff as needed. Coordinate with vendors and maintenance, and janitorial services. Answer, direct patrons and phone calls, and messages. Log all communications, , building activity, incidents reports, and emergency services

**Laborers Union Local 67, san Leandro CA**

**Hazardous Waste Technician 08/96-12/01**

Lead and Asbestos Abatement, various locations in the Bay Area . Duties include safety equipment check, abatement and removal, Decontamination set up and appropriate methods of preventing contamination of clean areas. Removal and decontamination of PPE and equipment. Quality Control.

**Dr. Cyril Ramer, Jackson Medical Building, S.F., CA**

**Front/Back Office Certified Medical Assistant 06/98-09/01**

Heavy phone, and correspondence, schedule, receive, room pnse filing, immunizations, BP, patients. Liaison between hospitals, pharmacies, and specialists. Medical record retrieval and archiving, and maintenance. Intense filing, immunizations, BP, vital signs, ECG, EGG, all aspects of lab procedures, and universal precautions. Nutrition/ Wellness schedules and plan.

**Mediquist Staffing Services, S.F., CA**

**Front/Back Office Medical Assistant 08/96-06/98**

Temporary placement in various hospitals in the Bay Area. Local Hospital include UCSF, St. Luke's Women's Center, S.F.G.H. Different departments ranged from medical records, call center, radiology, and pediatrics. Duties ranged from general duties. Heavy front office and phlebotomy. Medical transcription and coding.

**Employment and Training**

CCSF, S.F., CA Bridge to Technology Educational Program

CCSF, S.F., CA On-Ramp Biotechnology Program

Young Community Developers , S.F., CA C.E.R.T.E.P. Hazardous Waste Training Program

Center For Employment Training, S.F., CA Certified Medical Assistant Training Program

References Available Upon Request