

Desiree Hardman

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Iowa Park Tx, 76367

Highlight of Qualifications:

- Highly inquisitive, creative and resourceful.
- A self motivated can do attitude.
- A great team player and the ability to work well with others.
- Proficient in Excel, Word, and Microsoft Office computer programs.
- Previous Management experience in a small business environment.
- Excited by a challenge.
- Knowledge of Hazmat and cleaning of chemical spills.
- Working knowledge of Federal/State and local regulations concerning services to individuals with mental retardation and/or other developmental disabilities.

Education:

Vernon College	Sept. 2013-Present
Paris Junior College	Aug. 2008 - June 2010
Francis Tuttle Vocational School	Aug 1997- May 1998

Work Experience:

Texhoma Christian care C.N.A.	April 2013-Sept 2013
Rescare Residential Director	April 2012- Octo. 2013
Arrow Magnolia Outside Sales Rep.	March 2009 – Sept. 2009
Kirby Sales Training Manager	Jan 2002- Aug 2003
Pearle Vision Optometric Assistant	April 1999- Dec 2000
Pearle Vision Asst. Store Manager	June 1999-Dec 2000

Qualifications & Skills:

] C.N.A.

- Provided patients' personal hygiene by giving bedpans, urinals, baths, shampoos, and shaves; assisting with travel to the bathroom; helping with showers and baths.
- Provided for activities of daily living by assisting with serving meals, feeding patients as necessary; ambulating, turning, and positioning patients; providing fresh water and nourishment between meals.
- Provided adjunct care by administering enemas, douches, nonsterile dressings, surgical preps, ice packs, heat treatments, sitz and therapeutic baths; applying restraints.
- Maintained patient stability by checking vital signs and weight; testing urine; recording intake and output information.
- Provided patient comfort by utilizing resources and materials; transporting patients; answering patients' call lights and requests; reporting observations of the patient to nursing supervisor.
- Documented actions by completing forms, reports, logs, and records.
- Maintained work operations by following policies and procedures.
- Served on the customer service committee, providing better staying environments.

Residential Director

- Responsible for the support and training, included but not limited to, emotional support, physical support and monitoring, and development of life skills through training programs, all leading to increased independence and participation in community life for persons with developmental disabilities and/or other related disorders.
- Home management includes tasks that include basic housekeeping, shopping and other related housekeeping tasks.
- Assist with the hiring, training, scheduling and evaluating the performance and other supervisory duties as assigned.
- Experience in managing systems, processes, and people.

Outside Sales Rep

- Generated new clients for the company on a daily basis.
- Handled training in the operation and use of equipment and chemicals.
- Modified company equipment to work with customers existing setups.
- Maintained inventory for clients.
- Handled Purchasing orders, Sales receipts and kept detailed records of all clients.
- Kept up with client's new projects and sites, and gave them projected costs, and complications they might run into. While also providing answers to the complications before they even arose.
- Helped to clean Hazmat spills, and oversaw use of equipment.

Training Manager

- Hiring of news sales associates.
- Trained new associates about product and its uses.
- Taught all sales protocols, and techniques.
- Took new associates out in the field to learn how to sell in real settings.
- Kept detailed record of all new associates' sales, and their learning progress.
- Handled the processing of loans, the billing of new customers, and the payment of associates of their commission.
- Also handled the telemarketing of new clients.

Optometric Assistant

- Prescreened patients, by doing initial preoptometric examination.
- Handled all billing. Including verification of insurance, co pay of patient and billing of insurance company.
- Kept detailed record of all supplies, and purchased replacements when supplies were low.
- Maintained patients' records keeping them up to date, and in the correct order.
- Recorded all new patient data into computer.

Asst. Store Manager

- Kept all inventory up to date.
- Handled all schedules for personnel.
- Hired new employees, and was responsible for training.
- Adjusted new glasses, and made sure customers were happy with their purchase.
- Double checked prescriptions, to verify all new orders.
- Supervised multiple employees.
- Billed insurance, and verified insurance co-pays.

References:

Texhoma Christian Care	(940) 723-8420
Cloude Glassner	(405) 812-0831
Nicole Asantawaa	(817) 939-9612
Tona Clough	(214) 908-7023