

Crystal Robinson

Motivated .Team player

Rochester, MN 55904

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Open-minded individual with a flexible approach to work, which enables accommodation of change. Able to work well with a group or own initiative. Willing to take any responsibilities and assignment regardless of the challenge. A self-reliant individual with the ability to pick up new ideas and concepts quickly. Enjoys learning new skills and methods of working. Takes pride in producing excellent work and can accept constructive criticism. Organized and can work under pressure in a busy environment

Authorized to work in the US for any employer

WORK EXPERIENCE

Resident Assistant

Cottagewood Senior Communities - Rochester, MN - 2016-05 - 2017-02

As a resident assistant i provided physical & emotional support as well as hands-on care which included assistance with toileting, bathing and feeding. Observed resident and reported changes. Assist with activities and encourage participation. Interact with residents to provide reassurance, engagement and redirection as appropriate. Complete all required documentation daily.

Job Coach (temp)

abc - Rochester, MN - 2016-04 - 2016-05

Responsibilities

The primary responsibility of the Job Coach is to effectively implement training procedures to satisfy individualized program plans, supervise enclaves and/or individual job sites as directed by the Program Coordinator, and ensure work is completed according to time schedules and quality standards

Video repair rep

Charter Communications - Rochester, MN - 2014-06 - 2015-08

Responsibilities

Actively and consistently support all efforts to simplify and enhance the customer experience

Professionally, accurately, and effectively handle in-bound calls from customers requesting

Video troubleshooting

Internet connectivity troubleshooting

Changes to customer records

Credits and payments to customer accounts

Billing inquiries

Identify opportunities to sell additional Charter products and services during customer interaction

Resolve customer questions or concerns in one call

Home Networking and Security Suite support

Meet or Exceed monthly performance metrics

Perform other duties as may be requested by Supervisor

Homemaker

American Way - Madison, WI - 2013-04 - 2014-05

Provide personal care to residents according to their Individual Service Plan (CBRF) and Basic Service Agreement (RCAC). Personal care may include, but is not limited to assistance in bathing and dressing, toileting, exercise, and oral hygiene.

Monitor/Administer medications to residents according to regulations, procedures and the schedule prescribed by consulting MD.

Report changes in resident's physical and emotional status to assistant director or RN.

Provide socialization and activity opportunities for residents.

Provide resident assistance with general housekeeping duties, including cleaning, laundry and upkeep of room or apartment.

Assist in keeping resident common areas clean, comfortable and presentable at all times. Assist with meal and snack preparation, with attention to special diets and clean-up responsibilities.

Promote resident safety

SKILLS

Active Learning, Understanding the implications of new information for both current and future problem-solving and decision-making. Instructing - Teaching others how to do something. Writing - Communicating effectively in writing as appropriate for the needs of the audience. Speaking - Talking to others to convey information effectively. Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do Service Orientation - Actively looking for ways to help people. Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.