

Amy Neal

Skilled Professional

Longmont, CO 80503

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My work life has been successful because I share my skills where they can be used toward the greater good.

Authorized to work in the US for any employer

Work Experience

Learning Coach

Connections Academy - Denver, CO

October 2020 to May 2021

Contract Yoga Instructor

Eating Recovery Center

2013 to March 2020

Created and instructed yoga for adult and child patients in treatment for disordered eating

- Class range from 1-25 yogis
- Combined elements of Hatha, Yin, Restorative and Classical Ashtanga
- Recognized recovery-specific contraindications, triggers, and behavior in patient yogis
- Monitored participants to ensure safe practices and healthy personal choices
- "Best part of my week!" say patients

Supportive Housing Case Manager

Colorado Coalition for the Homeless

2008 to 2012

Comprehensive case management of 100 supportive housing clients

- Client advocacy, transportation, and daily check-in
- Treatment planning and follow-up
- Medication monitoring, QMAP certified 2012
- Linking of program participants to community resources
- Collaboration with other CCH departments including medical, mental health, advocacy, and property management
- Crisis intervention including medical emergencies, mental health emergencies, crime aftermath
- Practiced in trauma-informed model of care

Rental Assistance Housing Counselor

- Support of 100+ Family Unification Program clients with Housing Choice Vouchers
- Annual and interim housing inspections, spread through metro area
- Rent and utility allowance calculations, per federal HCV program guidelines
- Collection of required paperwork at Coalition, state and federal levels

- Mediation of client and owner disputes regarding rent and tenancy

Executive Assistant

Davis Design

2007 to 2008

Office management for busy marketing/design firm in Cherry Creek

- Ordering, purchasing and organization of office supplies
- First point of contact for all clients
- Coordination of service providers with needs of firm
- Communication between principals and customer base, as well as contractors and salaried employees.

Bakery Team Member

Whole Foods Market

2006 to 2007

Performed all duties related to operation of busy WFM bakery

- Exemplary customer service, including special requests and food orders
- Working knowledge of food product inventory and locations throughout store
- Managing displays, counts, and freshness of all bakery product
- Baking, packaging and display of product to meet customer demand
- Setup and monitoring of food sampling for consumers

Executive Assistant

American Horticultural Therapy Association

2003 to 2006

Managed day-to-day operations of organizational headquarters in Denver

- Maintained membership database, wrote and sent letters concerning membership
- Organized and attended AHTA conferences in Victoria, BC and Portland, OR
- Processed all mail, phone and online correspondence

Tech Support, Software Developer

Inovonics Wireless - Louisville, CO

October 2001 to November 2003

Property Manager

Botanic Place Apartments

2001 to 2003

On-site management of 19-unit rental complex

- Communication between tenants and property owner
- Xeric landscaping of property
- On-call basis, 24 hours a day, 7 days a week, handling tenant lockouts, parking disputes, rent non-payment, snow removal and repairs

Education

CYT in Yoga Teacher Training

Harmony Yoga - Denver, CO

April 2013 to October 2013

Certification in Applied Information Technology

Information Technology Institute - Denver, CO

October 2000 to August 2001

Bachelor of Arts in Sociology

University of Iowa

1996

Skills

- Meditation
- Group Fitness
- Medical Terminology (5 years)
- Editing (1 year)
- Teaching
- Group Facilitation
- Case Management
- Instructor
- Customer Services
- Client Relations (5 years)
- Office Administration (6 years)
- Software Development (3 years)
- Java
- Visual Basic (3 years)
- Enterprise Architecture
- Written Communication
- Written Correspondence
- Customer Service
- Data Entry
- Documentation
- Excel
- Java
- Office Management
- Public Speaking
- Quickbooks
- Research
- SQL
- Teaching
- Visual Basic
- Receptionist

- Excel
- Yoga
- Application Development
- Microsoft SQL Server
- User Interface (UI)
- Time management
- Microsoft Excel
- Microsoft Word
- Typing
- Documentation review
- Word processing
- English
- Microsoft Office

Certifications and Licenses

ERYT: Experienced Registered Yoga Teacher with Yoga Alliance

Granted ERYT-200 certification with Yoga Alliance after completing 500 teaching hours. I have held my RYT credentials since completing my 200 hour RYT-200 in 2004.

Driver's License

Assessments

Customer service — Proficient

February 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Verbal communication — Expert

March 2021

Speaking clearly, correctly, and concisely

Full results: [Expert](#)

Proofreading — Highly Proficient

April 2021

Finding and correcting errors in written texts

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.