**Work Experience**

**Care Dimensions, Lincoln, MA**

**January 8, 2018 – Present**

**Administrative Assistant: Hospice House**

* Composes, types, and/or edits letters, reports, charts, and presentations utilizing MS Word, Excel, PowerPoint, and other health information applications/databases.
* Answers telephone and directs call as appropriate or assists caller directly. Effectively handles messages, documenting time, caller, return number, and message as necessary.
* Schedules and coordinates meetings as required by Hospice House Manager and Staff.
* Assists Hospice House Manager with staffing schedules.  Responds to scheduling vacancies as requested.
* Places requests for contracted/agency and on-call staff as directed by manager.
* Tracks documentation and data related to the clinical activities of the Hospice House such as patient census information. Organizes and maintains various administrative and clinical records of the Hospice House.
* Digitizes physical patient files and indexes them to the appropriate patients’ record.
* Initiates calls for ancillary and outside services as requested.
* Prioritizes and processes incoming and outgoing mail/correspondence for designated staff, as well as responding to and/or routing correspondence not requiring the dedicated staff member’s attention.
* Serves as liaison to Hospice Admissions/Intake staff; routes information requests to Hospice House Manager as necessary.
* Answers patients’ or family members’ requests for assistance as needed. Assists as appropriate or refers to proper staff member.
* Assists with the orientation of new staff and volunteers as it relates to scheduling and administrative Hospice House functions.
* Orders, catalogues, organizes, and distributes administrative and patient-care related supplies as required.
* Takes, transcribes, and distributes meeting minutes as needed/assigned.
* Copies, faxes, scans, and/or distributes reports as needed/assigned. Properly employs required office equipment such as phone, computer, copier, scanner, fax, paging system and teaches other staff members to properly utilize them as well.
* Assists with administrative projects as requested, and as time/priorities permit, such as monthly and special reports.
* Performs other duties assigned as required or requested.

**Care Dimensions, Waltham, MA**

**October 18, 2017 – December 4, 2017**

**Office Desk Administrator (Temporary)**

* Performed secretarial duties, such as answering and redirecting calls, sending and receiving faxes, etc.
* Handled, sorted, and routed incoming and outgoing mail and interdepartmental packages.
* Provided walk-in candidates with employment applications, collected required documentation, and notified appropriate staff members of the candidates’ presence.
* Supplied employees with necessary office supplies and medical equipment, as well as replenishing the inventory.
* Notified primary care physicians of patients’ deaths every day.
* Greeted, guided, and assisted incoming guests and clientele.

**Virtual Assistant & Freelance Writer**

**June 2016 – Present**

**Self-Employed/Freelance**

* Created and designed websites using Wordpress, Wix, and basic HTML.
* Wrote copy for multiple businesses' websites.
* Generated daily written and visual content, often by incorporating paid affiliate links into blog posts.
* Created informational graphics to accompany content.
* Maintained brand voice by following style guides.
* Boosted web traffic through social media and SEO.
* Used Hootsuite, Buffer, SweeterTweet, Canva, Facebook, Instagram, Twitter, Pinterest, and YouTube to establish web presence through written posts, photos, graphics, and videos.
* Navigated CMSs to update sites, improve SEO, and otherwise maintain sites.

**Trinity Health Services, Waltham, MA**

**2007-present**

**Secretary**

* Helped to contract new clients for the staffing agency.
* Designed original brochures and related print media.
* Performed secretarial duties, such as answering calls, sending faxes, etc.
* Assigned shifts to employees.
* Organized and maintained employee records into database.
* Managed payroll information for employees.
* Distributed checks to employees.
* Created, designed, and curated website using Wix and basic HTML.
* Wrote website copy and maintained brand voice by following style guides.
* Boosted web traffic through social media and SEO.
* Navigated CMSs to update sites, improve SEO, and otherwise maintain sites.

**Auditor, City of Waltham, MA**

**August 11, 2016 – September 6, 2017**

**Auditing Intern**

* Performed such clerical tasks as data entry, photocopying, filing, answering phones, etc.
* Engaged in general bookkeeping and accounting utilizing specialized software as well as Microsoft Excel.
* Assembled, organized, and stored financial records in secure locations.
* Assisted in the preparation of mass mailings, including creating mail merges and filling, labeling, and metering envelopes.

**MK Marketing, llc., Charlottesville, VA**

**March 2015 – April 2015**

**Sales Representative at Waltham, MA Costco Club**

* Researched the benefits of the product to better inform the public.
* Engaged with potential customers through polite conversation.
* Informed Costco guests of the health benefits of liquid Qunol CoQ10.
* Persuaded clients to purchase product and encouraged them to spread the word.
* Provided samples of the product for the consumer to try and help influence their decision.

**Ninety-Nine Restaurant, Waltham, MA**

**August 2014 – December 2014**

**Hostess**

* Greeted and seated guests according to seating plan.
* Delivered menus to guest and ensured dietary differences were noted and accounted for.
* Ensured the quantity of menus was sufficient to cater to the number of guests.
* Answered phone calls and informed customers of various promotions.
* Took to-go and pick-up orders, by phone and in person, and delivered them to guests or guests’ vehicles.
* Relayed orders to the kitchen and ensure all orders were filled in a timely and accurate fashion.
* Bussed tables, served food, and refreshed beverages.
* Set up dining rooms and made call-ahead seating arrangements.
* Maintained clean and organized tables and work area.
* Managed event related work including setting up tables and maintaining both exterior and interior of the restaurant.

**Admission Office, Regis College, Weston, MA**

**February 3, 2014 – April 28, 2014**

**Intern**

* Organized and maintained admitted student records.
* Managed social media pages.
* Engaged with potential applicants online through the creation of contests and other activities.
* Created original videos about Regis College students and technology.
* Designed print publications.

**Special Education Summer Program, Stanley Elementary School, Waltham, MA**

**July 1, 2013 – August 2, 2013 | June 30, 2014 – August 1, 2014**

**Paraprofessional Educator**

* Directed skill-maintenance activities for preschoolers on the autism spectrum.
* Provided students with entertainment.
* Monitored youth during recess and other excursions.
* Restrained children during tantrums and redirected misbehavior.
* Obtained meals for preschoolers.
* Maintained a sterile environment for youth.

**Volunteer Work**

**Oak Square YMCA, Brighton, MA**

**April 2013 – May 2013**

**Volunteer Coach**

* Assisted with and participated in coaching sports to youths aged 3-12 years old.
* Monitored youth during activities.
* Organized skill-building lessons for students.
* Assisted with volunteer office duties.
* Performed menial cleaning tasks, such as organizing sports equipment closet.

**Afterschool Program, Saint Jude School, Waltham, MA**

**2009-2010**

**Teacher’s Aide**

* Tutored students in various subjects.
* Supervised youth during recess and excursions.
* Lead children in organized activities.

**Education**

**Regis College**

235 Wellesley St

Weston, MA 02493‎

(781) 768-7000

Dates attended: 2013-2017

BA in Journalism & Communications

**Saint Joseph Preparatory High School**

617 Cambridge Street

Brighton, MA 02135

Dates attended: 2012 - 2013

Overall GPA: 3.73

**Mount Saint Joseph Academy**

617 Cambridge Street

Brighton, MA 02135

Dates attended: 2009 - 2012

**Skills and Languages**

* Familiar with Photoshop, GIMP, Illustrator, InDesign, Canva, etc.; can retouch, manipulate photos and design flyers, brochures
* Social media proficiency (Hootsuite, Buffer, SweeterTweet, Facebook, Instagram, Twitter, Pinterest, and YouTube)
* Familiar with NetSmart HomeCare, OnBase, and
* Familiar with iMovie, Adobe Premiere Pro, and Final Touch Pro
* Proficient with PCs as well as Macs.
* Communication skills: Journalism major
* Intermediate experience in child care
* Researching and resource skills
* Proficient with Microsoft Office, including Outlook
* Basic conversational Spanish
* Sings soprano, three-octave range. Experience with sight-reading.

**Other Experience**

* Performed an a cappella arrangement of “Don’t Stop Believing” with the Regis Glee Singers at the February 10, 2017 Providence Bruins game.
* Sang the National Anthem with the Regis Glee Singers at the April 12, 2017 Boston Celtics game.
* Designed multiple posters for the Regis College concerts.
* Social chair for Regis Glee Singers (2014-2017). Managed social media campaign (2016-2017).
* Designed original print media for CRS Boston prayer groups and Power of Prayer Charismatic Renewal.
* Created the layout for the 2013 edition of Phoenix, the Saint Joseph Preparatory High School digital literary journal.
* Created advertisements for Trinity Health Services; designed and curates the website.
* Starred in multiple musicals at school and at summer theatre camp.
* Featured Sunday soloist at Saint Jude Parish, Waltham.
* Received highest yearly average awards in Spanish II and III Honors classes.
* Received excellence in writing in a foreign language award.
* Received academic excellence in theology award.
* Received outstanding writing in theology award.
* Received outstanding work in advanced computers: Photoshop award.
* Featured in Daily News Tribune, Waltham's newspaper, thrice.

**References**

**Jessica Kemp**

Admission Officer

Regis College

235 Wellesley St.,

Weston, MA 02493

(774) 230-7125

[jmkemp95@gmail.com](mailto:jmkemp95@gmail.com)

**Isabel Romero**

Preschool Teacher

Waltham Public Schools

(781) 314-5740

[isabelromero@walthampublicschools.org](mailto:isabelromero@walthampublicschools.org)

**Joyce Kidd**

Pre-K Evaluation Team Leader

Northeast Elementary School

(781) 314-5653‬‬

[joycekidd@walthampublicschools.org](mailto:joycekidd@walthampublicschools.org%20)

**Patricia M. Howard**

Office Manager

Trinity Health Services

900 Main St., Suite D

Waltham, MA 02451

(978) 760-1379

[pathow37@yahoo.com](mailto:pathow37@yahoo.com)

**Andrew Malis**

Accountant

City of Waltham, Auditor’s Department

610 Main St.,

Waltham, MA 02541

(781) 314-3225

[amalis@city.waltham.ma.us](mailto:amalis@city.waltham.ma.us)

