

Taylor M. Picard

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Education

Becker College-Worcester, MA

August 2017-May 2019

Bachelor of Arts in Psychology

Concentration in Forensic Psychology

Work Experience

Planet Fitness-Webster, MA

August 2017-Present

Member Services Representative

- Welcome club members, prospective members and guests, providing exceptional customer service by maintaining a positive attitude, professional appearance, and friendly demeanor
- Handle all front desk responsibilities including: checking members into the system, new member sign-up, and take prospective members on tours in order to market and increase enrollment
- Respond to member questions and concerns in a timely and professional manner and elevate their questions to the Assistant Manager or Manager as needed

Worcester County District Attorney's Office-Worcester, MA

August 2018-May 2019

SAIN Advocacy Intern

- Greet physically/sexually abused victims and their families at the forensic interview location
- Performed responsibilities of Victim Witness Advocate throughout the criminal process for alleged victim/family
- Prepare official court documents such as witness statements, police reports, and summons for high profile criminal cases

St. Spyridon Preschool-Worcester, MA

July 2016-Present

Substitute and Classroom Assistant

- Assume the daily responsibilities of the classroom teacher during her absence on an as needed basis
- Follows through with teacher responsibilities including supervision of the children's safety and daily teacher-directed activities, such as circle time, snack time, etc.
- Assist the classroom teacher with daily curriculum, needs of children, interaction with children and general upkeep of classroom and surrounding environment

Certifications and Training

- Adult and Pediatric CPR, First Aid, AED
- Mental Health First Aid
- Victim Assistance Training