

THOMAS O'HARA-SUN

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Professional Summary

Extensive experience in all aspects of health equity and behavioral management including compassionate patient care, mental health awareness, and nonprofit organization collaboration. Continually exceeds expectations by building strong relationships and works well with people at all levels of the organization including management, staff, and clients. Seasoned Professional with over 40 years of experience in customer service and relationship development, patient advocacy procedures, and safety compliance implementation in a variety of industries.

Skills

- Certified in CPR and First Aid
- Health Equity & Racial Justice
- Diversity, Equity, & Inclusion
- LGBTQ Advocacy & Quality of Life
- Behavioral Therapy Techniques & Management
- Behavioral Health & Support
- Compassionate & Empathetic Patient Care
- Community Involvement & Collaboration
- Mental Health Awareness & Advocacy
- Non-Profit Organization Collaboration
- Social Psychology & Behavior
- Adaptability & Remaining Calm Under Pressure
- Strong Written & Verbal Communication

Work History

Youth Development Specialist – Boys and Girls Club of America

12/2021 to Current

- Encourage students' participation in daily activities while following guidelines set forth by the HEARTS program.
- Provide academic support for students and ensure they complete all assignments promptly.
- Designed activities to create a highly effective learning environment, including:
 - Introduced guest speakers monthly on topics such as importance of reading, Women's History Month, etc.
 - Poetry corner
 - Leadership skill development practices
- Provide students a safe environment on both mental and physical levels through active supervision and frequent feedback.

Independent Contractor – Lyft/Uber

01/2017 to 12/2021

- Transporting customers to and from their desired designation while implementing a safe and clean driving experience.
- Assuring that the vehicle is maintained in excellent condition and is cleaned regularly to promote sanitation and health.
- Communicating with passengers, offering a safe and welcoming ride to their destination to increase customer loyalty.
- Strategically keeping track of customer rides using a log to track mileage, tolls, gas costs, and maintenance information.
- Skillfully ensuring that all customers arrive safely and timely to their destination while creating customer satisfaction.
- Demonstrating the ability to deal peacefully with unforeseen circumstances to improve time management and safety.
- Provided suggestions to riders pertaining to travel locations, restaurant experiences, and nightlife activities in the area.

Non-Emergency Medical Services – Live Well Medical – Riverside, CA

12/2013 to 01/2017

- Managed all patient care during non-emergency patient transports and efficiently trained new staff members as needed.

- Maintained inventory control, stocking procedures, and maintenance of 4 transport vans to meet company regulations.
- Communicated with dispatch to confirm all scheduled trips and assisted clients as needed to complete the trips on time.
- Delivered top-notch customer service and transportation for clients being transported to specific medical destinations.
- Documented each transport, including patient name, mileage, and services rendered and submitted reports to managers.
- Stowed mobility devices, such as walkers and wheelchairs, and sanitized medical equipment to promote cleanliness.
- Checked vehicle fluid levels before and after each shift, topping off coolant, gasoline, and oil to ensure a smooth shift.

Advanced EMT – The 45th Parallel EMS – Colebrook, NH

01/2009 to 01/2013

- Strategically assessed accident scenes to determine safe victim extraction, critical injuries, and specific patient priorities.
- Provided professional life-saving medical care for patients from scenes to appropriate medical facilities.
- Skillfully responded to local accidents and emergencies to provide first response and prehospital care to patients in need.
- Administered basic life support to patients at the scene, in route to the hospital, and in a pre-hospital setting as needed.
- Inserted IV's, intubated patients, and administered drugs as needed and performed non-invasive procedures and care.
- Successfully trained new staff members and taught pediatric care classes to facilitate excellent patient service initiatives.
- Completed patient care forms, insurance forms, evaluation forms, and all other forms in a competent and timely fashion.

Crew Chief/Advanced EMT – Linwood Ambulance Service – Woodstock, NH

01/2003 to 01/2013

- Managed all patient care tasks during 911 emergency responses and non-emergency patient transports via ambulance.
- Strategically trained new staff members and taught pediatric care classes to facilitate excellent patient service initiatives.
- Maintained the inventory levels and stocking procedures for 5 ambulances to ensure constant equipment availability.
- Communicated with dispatch, hospital personnel, police, and fire departments to facilitate services and emergent duties.
- Handled patients with severe heart arrest, paralysis, and accidental injuries and safely treated various types of needs.
- Provided first aid to patients as a safety measure during emergencies and updated records if patients required service.

Previous Work History

Sales Representative – InnSeasons Resort – 2007 to 2009

General Manager – Best Western Hotel – 2005 to 2007

Licensed Realtor/General Manager – Alpine Village Realty/Nordic Inn – 2002 to 2005

Front Desk Manager/Reservation & Revenue Manager – Loon Mountain Resort – 1998 to 2002

Store Manager – K-Mart – 1981 to 1998

Education

Southern New Hampshire University – 11/2021 to present

Bachelor's Degree in Social Psychology with focus on child and adolescent development

Southern New Hampshire University – 07/2019 to 10/2021

Associate degree in Liberal Arts & Sciences