

Ja'Carra Goliday

Direct Care Worker/Med Tech , Customer Service, Receptionist

Muskegon, MI 49444

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I am a kind and personable person who also knows how to maintain a professional demeanor. I am a quick learner with a high IQ. I provide excellent customer service! I can adjust to any situation. I'm working on a bachelor's degree in social work with a criminal justice minor. I have certifications in blood drawing, working with children, and serving food.

Willing to relocate to: Whitehall, MI - Grand Haven, MI - Muskegon, MI

Authorized to work in the US for any employer

Work Experience

Behavior Intervention Specialist

Marquette Elementary School - Muskegon, MI

October 2020 to June 2022

Help develop individual learners interventions, help the child develop the skills they need to function in society, assist with reading, writing and different interventions to help student meet academic needs.

Culinary Support

Mercy Health - Muskegon, MI

August 2019 to August 2021

- Cleans food preparation areas as determined by law and company policy.
- Prepares foods to the specifications of the client.
- Cleans up after business hours
- Manages other employees in the kitchen.
- Portions, arranges, and garnishes food based on client preference
- Assists other cooks during the food assembly process

Direct Care Worker

Chestnut Fields Retirement - Muskegon, MI

January 2019 to September 2020

- Provided aid to individuals with disabilities or chronic illnesses who needed assistance.
- Assisted individuals with their daily living, provided safety, and comfort.
- Provided assistance to people with basic tasks such as bathing, dressing, grooming and eating.

Donor Processor

Bio Blood Components - Muskegon, MI

July 2017 to January 2019

A plasma donation center team member who greets donors and confirms that they have the required documentation.

- Maintain clean and well-organized reception, presort and processing areas assists donors with their initial paperwork and begins the initial health screening.

Home Health Care Agent

ARCADIA Home Care & Staffing - Muskegon, MI

December 2016 to January 2018

- Completed and submitted clinical documentation in accordance with agency guidelines. Assisted with adequate nutrition and fluid intake. Planned, prepared and served meals and snacks according to prescribed diets.
- Documented resident records on daily flow sheets. Also charted daily information on the residents such as mobility activity. Also dealt with people who had altimeters and mental illness.

Food Server

CANTEEN FOOD SERVICE - Muskegon, MI

April 2017 to June 2017

- Checks and receives weekly food delivery.
- Supervises the measuring, cutting, and mixing of food quantities.
- Checks for storage of food at proper temperature and refrigeration.
- Supervises cleaning and sanitizing of kitchen equipment, counters, and appliances.

Housekeeper

Shoreline Inn Hotel & Conference Center - Muskegon, MI

June 2016 to September 2016

- Swept, mopped, scrubbed, dusted and polish furniture, windows, floors, walls, furnishings, equipment, and hardware Clean and disinfect washrooms, and bedrooms Move equipment and furniture Remove soiled dressings and supplies
- Keep bathroom supplied with paper, towels, and soap Order and distribute custodial supplies Collect and dispose of waste and garbage Maintain housekeeping inventory

Education

Bachelor's in Social Work/Criminal Justice

Southern New Hampshire University - Manchester, NH

March 2019 to Present

Associate in Criminal Justice

Muskegon Community College - Muskegon, MI

Present

High school or equivalent in General

Muskegon Heights High School - Muskegon, MI

September 2012 to June 2016

Skills

- Customer Service (3 years)
- Leadership Development (3 years)
- Networking (Less than 1 year)
- RECEPTIONIST (4 years)

- RETAIL SALES (Less than 1 year)
- Home Health
- Care Giver
- Typing (10+ years)
- Communications (2 years)
- Technical Support (3 years)
- EMR Systems (2 years)
- Public Speaking
- Childcare
- Help Desk
- Writing Skills
- Developmental Disabilities Experience
- Culinary Experience
- Medical Records
- Desktop Support
- Active Directory
- Network Support
- VPN
- Network Administration
- Operating Systems

Certifications and Licenses

CPR

First Aid Certification

Assessments

Nursing Aide Skills — Highly Proficient

April 2019

Measures a candidate's ability to provide nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Highly Proficient](#)

Receptionist — Familiar

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Familiar](#)

Verbal Communication — Proficient

June 2019

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Front Desk Agent (Hotel) — Familiar

August 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Familiar](#)

Dental receptionist skills — Proficient

January 2021

Managing practitioner schedules and maintaining accurate patient records

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

August 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Verbal communication — Proficient

September 2020

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

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

Additional Information

SKILLS

Child Care, Positive Attitude, Customer Service, Fax, Inventory, Leadership Development, Networking, Public Speaking , Organization , Great Communicator