

Jaxtyn Gray

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Work Experience

Health Service Worker

State of West Virginia - Weston, WV
March 2021 to Present

The position is as follows:

Working with PC and Forensic Patients on behalf of the Department of Health and Human Resources, William R Sharpe Jr Hospital.

On a typical day I respond and address behavioral issues and concerns, take vitals and track Patient care and progress through Carevue. I go where I'm needed on different units and work with many types of patients, all by a case by case basis, reporting to the Charge RN of the unit for shift report.

Caregiver/Personal Assistant

First Care Homes INC - Buckhannon, WV
September 2019 to March 2021

Giving first hand to hand health support to individuals who suffer from intellectual conditions, mental health diagnosis, and or physical impairment. I teach a variety of coping, academic, and community based skills and provide tailored scheduled rehabilitation activities that are in line with clients case by case specifics on a contract base of 6 months to 1 year for services.

Customer Engagement Associate

iPacesetters LLC - Weston, WV
October 2017 to September 2019

The duties performed include but are not limited to repackaging existing customers in current promotional offer, upgrading to a new package tier, retaining customer loyalty solving critical problems with service and finding the most appropriate solution to maintain customer commitment. Duties also included taking payment on past due accounts, scheduling tech visits, starting up new lines of service for existing comcast customers with Infinity mobile cellphone services.

CNA/Caregiver

Freelance Recruiting - Buckhannon, WV
February 2016 to December 2016

Responsibilities include helping my client with day to day activities such as shopping, grooming, paying bills, and cleaning up living area. I also take my client out on community trips for volunteering locally.

QSA

ResCare - Buckhannon, WV
August 2015 to February 2016

Responsibilities

I helped the developmentally disabled gain skills in daily activities such as communication with others, giving assistance with daily things as showers dressing cooking teaching how to either read write do math count money learn colors and other things like being more involved with the community such as going to the library looking for employment.

Accomplishments

I recall going with the consumers to special Olympics in Charleston where one earned a gold medal and one earned a silver. It was especially rewarding for me as I helped each of them improve their skills at bowling when I would take them to practices. They lit up when they played and I felt especially proud to cheer them on as well as to work with them everyday. This line of work was rewarding at every angle.

Skills Used

The skills I've demonstrated are as follows:

Great people skills, the ability to teach hands on and be patient with all of these activities, being positive giving the consumers courage and the ability to accomplish whatever they set out to do. I was a motivator reminding them of their goals and how it will feel when they've accomplished them.

CEA

iPacesetters LLC - Weston, WV

July 2014 to July 2015

Responsibilities: I worked on customers accounts taking payments and renewing service for Comcast and Sirius XM radio.

Agent Representative

SYKES Enterprises, Incorporated - Sterling, CO

May 2013 to July 2014

Responsibilities

I handled accounts for YP campaign including but not limited to:

Fixing advertisement mistakes

Reviewing reviews on Yelp per customer request

Reviewing document

Making make-goods on accounts where mistakes have been made and are deemed unfixable due to being printed in the Yellow Pages Book.

Taking payments over the phone.

Handling different softwares to assist customers.

Accomplishments

Customers who often called in, called in because of needing help with accounts, I am usually called only after their sales rep either couldn't assist the customers or that a problem needed to be fixed at my end, I once helped a customer who has been with the company for years back when our company was partnered with another, the customer was supposed to receive a payout for an advertisement mistake and both parties refused to fix it after investigating for two days I was able to fix her account restore advertisement and make a make good to their account. This was one of my most accomplished moments on the job.

The skills I demonstrated for this line of work are as followed:

Good communication skills

Good people skills

The ability to run multiple programs in a swift and accurate manner

The ability to help a customer from being very angry to happy by the end of a call

Education

High School Diploma in Core Level Academics

Great Basin High School - Clearfield, UT

September 2009 to September 2010

Vocational Certificate in Nursing

Davis Applied Technology College - Layton, UT

September 2009 to September 2010

Skills

- Microsoft Office, Microsoft Excell, UNIX based operating systems.
- Customer Care
- Developmental Disabilities Experience
- Senior Care
- Nursing
- Caregiving
- Medication Administration
- Autism Experience
- Meal Preparation
- Personal Assistant Experience
- Vital Signs
- Home Care

Certifications and Licenses

First Aid Certification

CNA

CPR Certification