

Catrina Craig

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PROFESSIONAL SUMMARY

My strongest qualities are communication, leadership, and organizational skills. I consistently exceed expectations in both my professional and educational activities. I am certified as an Adult Peer Support Specialist in Kentucky, and I recently completed my continuing education hours. Currently, I am pursuing a Bachelor of Arts degree in Psychology with a focus on addiction studies.

WORK EXPERIENCE

Behavioral Health Technician - Rivervalley Children's Hospital Owensboro, KY March 2024 - Present

- Support patient's physical, psychological, spiritual, and social well-being through therapeutic interactions based on their individual treatment plans
- Assess positive, negative, and/or potentially dangerous mood and behavior changes and take steps to modify the patient's actions or alert medical professionals
- Use interpersonal skills and training about de-escalation to diffuse challenging situations
- Maintain strict confidentiality of patient information
- Chart on assigned patients according to policy and procedures
- Report to the unit nurse any significant information regarding the shift and activities
- Maintain annual training, including infection control and Safe Crisis Management (SCM) and follow the infection control policies by maintaining annual TB skin test
- Plan and execute activities with assigned children and adolescents during non-scheduled times and coordinate activities with Recreation Therapy staff

Assistant Housekeeping Manager - Holiday Inn Riverfront Owensboro, KY Febuary 2023 - March 2024

- Conduct regular room inspections to verify compliance with housekeeping standards. Managed laundry sorting, washing, and drying
- Complete schedules, shift reports, and other business documentation
- Develop and implement detailed housekeeping standards to promote cleanliness in guest rooms and common areas
- Investigate guest complaints and resolve issues to increase customer satisfaction and establish trust
- Work with the front desk to respond promptly to all guest requests
- Communicate repair needs to maintenance staff. Adhered to safety protocols by enforcing proper equipment usage

Quality Control Inspector - Cross-Check Quality Inspection Henderson, KY March 2022 - February 2023

- Thoroughly inspected products and materials and promptly reported any problems

EDUCATION

Southern New Hampshire University

Online
Campus
2023 -
Present

Northern Kentucky University

Online Coursework for
Peer Support Specialist
Certification
Compteled on
10/06/2023

Kentucky Wesleyan College

Owensboro,
KY 2009 -
2010

Henderson County High School

Henderson, KY 2005
– 2009

REWARDS

4.0 GPA: 2023, 2024
The National Society
of Leadership and
Success (NSLS)
Honor Roll: 2023,
2024
President's List:
2023, 2024

or defects.

- Kept track of my findings and wrote reports to help management assess and address quality issues
- Kept an eye on production to make sure it was following specifications and reported any flaws as soon as possible

Bartender - Ellis Park Race Track

Henderson, KY August 2011 - September 2019

- Made and served drinks to customers
- Took customers food orders and delivered food to customers
- Stayed up to date and knowledgeable on mixology
- Operated a cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions
- Managed bar area, cocktail design, menu, regulation compliance, and customer relationships
- Balanced daily registers and generated sales reports
- Completed regular bar inventories and daily requisition sheets

SKILLS

- Housekeeping Management
- Cash Handling
- Suggestive and Upselling
- Problem-solving
- Guest Services
- Communication skills
- Microsoft Word
- Microsoft Excel
- Google Docs
- SCM Holds
- De-escalating situation and tactics
- Patient Charting