

**Kiana R. Pfingsten**

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**EDUCATION**

**Associate Degree: Human Services**

Northcentral Technical College: Wausau, WI

Certificate: Psychology, graduated: May 2017

Graduated May 2017

GPA: 3.4/4.0

**PROFESSIONAL EXPERIENCE**

**Psychiatric Care Technician-Advanced**

Winnebago Mental Health Institute

November 2019-Present

Oshkosh, WI

- Properly communicate with oncoming staff on patient status and report.
- File patient information efficiently and in a timely manner.
- Complete the tasks the on duty Registered Nurse asks of PCT-As per shift.
- Use sound reasoning skills and be able to maintain professional conduct under stressful situations such as being exposed to patient behaviors such as verbal assaults; threatening comments; physical aggression such as spitting, hitting and kicking; and be able to intervene to maintain safety/security for self and others.

**Senior Youth Worker**

Lutheran Social Services of Minnesota

March 2018-November 2019

Duluth, MN

- Help youth access adequate food, shelter, and basic needs
- Develop a plan to continue their education
- Look for an apartment
- Create a budget, develop a resume, or apply for jobs
- Learn independent living skills
- Gain knowledge on how to develop healthy relationships

**Independent Living Specialist/Job Coach**

Tender Loving Care of Duluth

August 2017-August 2018

Duluth, MN

- Help individuals develop, maintain, and improve community living skills
- Direct training from staff to address the identified skill development needs in specific areas
- Help those with developmental disabilities to live in the community more independently
- Help individuals with developmental or physical disabilities develop assertive and task oriented skills while at an individual's paid job.

**Personal Care Worker**

Aurora Community Services

October 2014-August 2017

Wausau, WI

- Manage high risk behaviors in public and controlled settings
- Work under time restraints and pressure with diligence
- Ability to follow daily routine and work efficiently under pressure
- Communicate effectively in written work and verbally

- Execute excellent organization skills and file management systems

### **ADDITIONAL EXPERIENCE**

#### **Human Service Intern**

August 2016-December 2016

Girl Scouts of the Great Lakes-144 hours

Wausau, WI

- Create curriculum for different outreach programs for low-income elementary aged girls and set up and lead the outreach programs.

#### **Human Service Intern**

May 2017-August 2017

The Women's Community-144 hours

Wausau, WI

- Advocate for clients at court hearings.
- Answer crisis calls.
- Build relationships with residents in site's temporary shelter program.
- Assist with filling out temporary restraining orders.

### **SKILLS**

- Plan, prepare, direct, and execute weekly closed group counseling meetings.
- Knowledge of working with people who have experienced domestic violence, poverty, and sexual assault.

### **ACTIVITIES**

#### **Volunteer.**

January 2013-February 2017

Big Brothers Big Sisters.

Wausau, WI

- Act as a "big sister" to mentor "little sister".
- Able to acquire weekly needs of "little sister" through communication with her family
- Demonstrate the benefit of helping the community by volunteering together.