

# Crystal Behymer

Saint Joseph, MO

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8165967607

To obtain a position in which I can utilize my managerial, leadership, organizational and customer service skills to enhance company production & services.

Authorized to work in the US for any employer

## Work Experience

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### **CNA - Regular/Covid Unit**

Highlands Healthcare and Rehabilitation Center - Highland, KS

August 2020 to Present

Covid unit CNA when outbreak in facility. Otherwise perform typical CNA duties as assigned by charge nurse or director of nursing.

### **DoorDash Delivery Driver**

DoorDash - Saint Joseph, MO

April 2019 to Present

I delivery food and grocery items as requested to customers who have ordered from the company they've chosen. We are rated based on customer service, delivery time, following instructions and accepting orders. I have made Top Dasher as my ratings are high and I receive good feedback on every order.

### **Activity Director**

Diversicare Health Care - Saint Joseph, MO

May 2015 to September 2018

Plan, Perform and coordinate monthly events and schedule. Care planning, assessments and other duties as assigned by Administrator. Recruit, hire, train and supervise activity staff. Marketing for company.

### **Activity Director/Low-Functioning Program Manager**

LaVerna Village of Savannah

April 2011 to May 2014

Program, plan and carry out activities for 160 bed facility including a 30 bed locked Special Care Unit. I then planned a separate program for the low-functioning residents to ensure their activities were meaningful and not just "something to chart". Duties included: managing 2 activity staff members, in-services monthly for activity staff and quarterly for entire facility; preparing monthly calendar and newsletter; arranging for all special guests to provide activities and entertainment for the facility; creating and maintaining a volunteer program; one on one activities for bed/room bound residents; care plans on all residents on admission quarterly, annually and any change in status; attending ADAM meetings monthly (including preparing CEU's for chapter); gaining further education through available CEU's; charting all activities for all residents; attend manager meetings daily, monthly and as needed; work closely with all other department managers to carry out plans that united the entire facility to make sure residents got the care they deserve.

### **CNA/Team Leader**

LaVerna Village of Savannah  
July 2003 to April 2011

Perform duties as assigned by charge nurse, ADON and/or DON; assist residents with all ADL's as per their care plan; attend bi-weekly/monthly in-services ; train new CNA/NA staff and make sure they are competent in job duties and proficient in their time management, suggest extra training at discretion, scheduling.

asamsyd720@gmail.com

### **Customer Service Representative**

USA 800 - Saint Joseph, MO  
January 2005 to July 2006

Answered customer calls for various companies such as electric companies, infomercial product orders, etc.

### **Customer Service Representative**

Aegis Communications Group - Saint Joseph, MO  
December 2001 to July 2004

Customer service rep for American Express, assist customers in making payments by phone, answering questions about account, escalating calls to appropriate supervisors when needed, transferring customers to appropriate departments when needed.

## Education

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### **Associates in Early Childhood Education and Development**

Missouri Western State University  
2001 to 2005

## Skills

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- CNA (10+ years)
- TRAINING (7 years)
- Customer Service
- Customer Support
- Customer Care
- CSR
- Assisted Living
- Recreation
- Alzheimer's Care
- Dementia Care
- Program Management
- Delivery Driver Experience
- Senior Care

- Hospice Care
- Case Management
- Nursing
- Caregiving
- Home Care
- Event Planning

## Certifications and Licenses

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### **Certified Nursing Assistant (CNA)**

### **CPR Certification**

## Additional Information

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### Skills

- CNA (2001-current)
- Certified Activity Director through Missouri Health Care Association (2011)
- Numerous CEU's/Conferences including State and National (ADAM, NAAP)
- Programmed new Activity Program for Low-Functioning Residents that was recognized and awarded at the National NAAP Conference (2014)
- Programmed, planned and carried out new activity program for the Special Care Unit of a 30 bed unit
- Alzheimer's and Dementia training course for Care/Activity Approaches (Continuing from 2011 & 2014)