

Crystal Piller

New Brighton, MN 55112

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Work Experience

Laundry Lead

Ramsey County - Saint Paul, MN

January 2021 to June 2021

- Politely welcome, greet and assist all clients and visitors with needs, answer phones, and provide routine information or direct individuals to the appropriate person.
- Enter client information into Homeless Management Information System (HMIS) when a client enters shelter.
- Communicate relevant information accurately and timely to appropriate staff; ensure record keeping is consistent with established requirement.
- Provide light janitorial services such as collecting and disposing of trash; cleaning and disinfecting rooms, bathrooms and common areas; and vacuuming/sweeping as necessary.

Perform home management functions such as light housekeeping

Homebound Inc - Maple Grove, MN

July 2020 to February 2021

Maple Grove, MN July 2020 - February 2021

Direct Support Professional

- Perform personal care tasks, including assistance with basic personal hygiene and grooming, feeding, and ambulation, medical monitoring, and health care related tasks.
- Ensure client safety and maintaining a safe environment.
- Report changes in client's condition or family situation to administrators and supervisors.
- Document services provided.

Perform home management functions such as light housekeeping, laundry, bed making, and cleaning.

House Manager

PKT Enterprises - Minneapolis, MN

January 2019 to February 2021

- Train, mentor, and ongoing support and professional development training of Direct Support Professional staff
- Manage employees' schedules and hours worked, including ensuring proper billing and utilization of authorized service hours
- Implemented and developed systems to ensure that all program services are maintained with high standards of quality according to all applicable federal, state and local regulations.
- Supervise staff and provided coaching to staff and assisted with conflict resolution

Personal Care Aide

Fay's Residential Homes - Minneapolis, MN

January 2018 to August 2020

- Assist clients in their daily personal tasks, such as bathing, and dressing.
- Help to organize a client's schedule and plan appointments.
- Arrange transportation to doctor's offices or other outings.
- Housekeeping, such as laundry, washing dishes, and vacuuming.

Education

Locke High School - Los Angeles, CA
June 2020

Skills

- Customer Service
- Personal Care
- Personal Hygiene
- Housekeeping
- Vital Signs Monitoring
- Community Resources
- Chart Updating
- De-escalation
- Sanitation
- Multitask in a fast-paced environment
- Written/Verbal communication skills
- HIPPA compliance & confidentiality
- Caregiving
- Conflict Management
- Laundry

Certifications and Licenses

First Aid Certification

CPR Certification