

# Stephanie Farr

Saint Joseph, MO  
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Authorized to work in the US for any employer

## Work Experience

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### **Mental Health Technician**

Mosaic Life Care - Saint Joseph, MO  
June 2016 to December 2019

- Completed proper training (CPR, Crisis Prevention Intervention, CNA, Basic Life Support) to fulfill Technician duties.
- Assisting patients with mental health disorders, recovering from drug or alcohol abuse, life- altering situations, etc.
- Rounding on each patient / 15 minutes and charting behaviors.
- Providing emotional support and guidance in a positive manner.
- Assessing any mental or physical changes for distress in patients and take appropriate actions.
- Obtaining / charting vital signs, group therapy interaction, nutrition intake, etc.

### **Contract Employee**

Boehringer Ingelheim - Saint Joseph, MO  
September 2015 to April 2016

- Label given medication vial using appropriate marking tools / line.
- Weigh and count products.
- Ensure that packing specifications are met, verifying the product's label contain accurate information.
- Remove defective products or materials, placing them on conveyors or in specified areas.

### **Certified Nursing Assistant**

Riverside Place - Saint Joseph, MO  
May 2014 to August 2015

- Feed, bathe, dress patients
- Obtain and record patient's vital signs, while monitoring for any mental or physical distress / behavior.
- Answer patient's calls for assistance via call light, etc.
- Set up medical equipment as needed.

### **Certified Nursing Assistant**

Carriage Square Health Care Center & Assisted Living - Saint Joseph, MO  
June 2013 to April 2014

- Feed, bathe, dress patients
- Obtain and record patient's vital signs, while monitoring for any mental or physical distress / behavior.
- Answer patient's calls for assistance via call light, etc.
- Set up medical equipment as needed.

#### Accomplishments

After attending Hillyard's Technical Center, I successfully completed the CNA course and became certified as a CNA, as well as CPR.

#### **Night Auditor**

RAMADA INN HOTEL - Saint Joseph, MO

February 2013 to June 2013

-Completed both duties of the front desk associate and some accounting duties, including but not limited to:

- Greet and check in guests/ post charges.
- Checks to see that all charges are assigned to the appropriate departments.
- Verify that all transactions performed at the front desk are in agreement with documents, receipts, etc.
- Print and file reservations for the next business day.
- Verify all department balances for the business day.
- Verifies that room rates are correct and posts those rates to guest accounts.
- Prepares a summary of cash, check, and credit card activities.
- Prepare of End of day procedure.
- Follow the End of Day / Night Audit Checklist
- Balance the day's charges, making corrections as necessary.
- Run end of day process in the management software.
- Respond to guest needs throughout the shift.
- Understand and knows how to perform check-in and check-out procedures.

#### **Customer Service Representative**

SST - Saint Joseph, MO

August 2011 to February 2013

- Performed outgoing calls to current Direct TV customers promoting a new product.
- Answering product and service questions.
- Opens customer accounts by recording account information. Updating customer account information as necessary.

#### Accomplishments

- After being employed by NCO/SST for one year, I received a hourly raise.
- I received numerous bonuses which were added to my monthly pay as I succeeded the given sale goal of the month.

#### Skills Used

Proficient typing, multi-tasking, customer service etiquette, problem solving, empathy.

#### **Cashier/Courtesy Clerk**

HyVee - Saint Joseph, MO

February 2011 to June 2011

- Ability to operate cash register by following established policies and procedures.
- Attending to guest needs, questions and complaints, providing a positive experience for the guest.

#### Accomplishments

I was promoted from a Courtesy Clerk to a Cashier, while receiving a raise.

## **Customer Service/Cashier**

HyVee - Saint Joseph, MO

February 2011 to June 2011

- Assisting guests and all departments of the store as needed / cross trained.

### Accomplishments:

I was frequently told that I always have a great attitude. Positivity is the foundation for any company and is absolutely vital to be successful and to build a great rapport with guests.

### Skills Used:

- Patience
- Clear communication
- Knowledge of products, company software, etc.

## Education

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### **H.S. Diploma in Academic**

Hillyard Technical Center - Saint Joseph, MO

2013 to 2014

Stewartsville C-2 High School - Stewartsville, MO

2004 to 2008

## Skills

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- CPR Certified
- Documentation
- Group Therapy
- Night Audit
- Crisis Intervention
- Mental Health Counseling
- Individual / Group Counseling
- Behavioral Health
- Intake Experience