

TSEGA AMHATSION

PROFESSIONAL SUMMARY

Experienced Human Service Worker looking for opportunity in the Substance Abuse field to complement current field of study.

EDUCATION

Currently pursuing **Associate of Arts degree in Human Services** (Chemical and Alcohol Dependency), Howard Community College, Columbia, MD.

Certified Nursing/Geriatric Assistant Program, Montgomery College, Takoma Park, MD. Certification awarded 2012

EXPERIENCE

Medical Interpreter (part-time as needed), ECHO Interpreters, Ellicott City, MD, 12/13-present

- Follow ethical codes that protect the confidentiality of information.
- Translate messages simultaneously or consecutively into specified languages, orally or by using hand signs, maintaining message content, context, and style as much possible.
- Compile terminology and information to be used in translations, including technical terms such as those for legal or medical material.
- Follows all HIPAA compliance, privacy and confidentiality standards.

Life Enrichment Manager, Sunrise Assisted Living, Columbia, MD, 4/14-11/15

- Conducted life enrichment programs for seniors with Alzheimer's disease and dementia, including leading crafts, games, and Bible studies.
- Engaged residents in familiar routines of daily living by demonstrating life skills, create pleasant days for residents.

CNA/GNA, Harmony Hall Assisted Living, Columbia, MD, 02/12-04/13

- Recorded vital signs such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff.
- Provided physical support to assist patients to perform daily living activities, such as getting out of bed, and maintaining appropriate diet.
- Measured and recorded food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff.
- Observed patients to detect symptoms that may require medical attention, such as bruises, open wounds, or blood in urine.
- Maintained ADL records on individual patients using Kiosk software.
- Protected and promoted resident rights and assisted client to maintain independence.
- Followed all HIPAA compliance, privacy and confidentiality standards.

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Cashier/ Office Administrator, Mercedes Benz of Silver Spring, Silver Spring, MD, 01/12-02/13

- Answered multi-line phone system to direct calls and take messages.
- Created and updated customer files, invoices, inventory, mailed correspondence, and maintained database systems.
- Communicated with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Closed office and made bank deposits using Microsoft Excel and company software.
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Received payment by cash, check, credit cards, or automatic debits.
- Commended by Service Manager at Mercedes Benz of Silver Spring, for learning office and accounting skills quickly and efficiently, going above and beyond job description and company expectations.

Customer Service Officer, Fred Hallows Optical, Asmara, Eritrea, 09/08-07/09

- Maintained contact with customers and vendors through all modes of contact including phone, e-mail, fax and posts.
- Processed orders and inventory for the foundation including mass quantity orders for hospitals in Pakistan, Nepal, South Africa, Botswana, and Eritrea.
- Assessed the market for best prices and managed advertising for organization.

National HIV/AIDS & STDs Control Program Community Health Coordinator, Ministry of Health, Asmara, Eritrea, 02/02-04/07

- Promoted from Office Manager at Ministry of Health to National HIV/AIDS & STDs Control Program Community Health Coordinator, for demonstrating excellent communication skills and ability to work in a stressful environment.
- Analyzed data from reports sent from the National Blood Laboratory, identified infected people and provided awareness and counseling on daily living.
- Advised clients or community groups on issues related to improving general health, such as diet or exercise.
- Distributed fliers, provided training workshops and advised community groups as to HIV/ AIDS & STD prevention.
- Attended community meetings or health fairs to understand community issues and to build relationships.
- Maintained and updated clients' records with plans, notes, appropriate forms, or related information.
- Provided quarterly and yearly data information in a report to the Medical Advisor National AIDS & TB Control Division of the Ministry of Health.