

**Elizabeth Reid**  
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Professional Summary: A dedicated individual with Human Service and Office support seeking to utilize interpersonal and technical skills to contributing to overall mission of your organization

Education: **New York City Technical College** Brooklyn, NY  
Major: Human Services Minor: Psychology  
**Borough Manhattan Community College**  
Associates of Arts Degree in Liberal Arts New York, NY

Certifications: Medical Assistant Specialist Borough Manhattan Community College  
Nutrition and Health Cornell University Cooperative Extension  
CPR/ First Aid Creative Lifestyle Inc.  
American Sign Language District Council 37

Experience:  
July 2011-Present **Creative Lifestyle Inc.** Bronx, NY  
**Direct Care Specialist**  
Assist Direct Care supervisor in the assessment of each individual(s) abilities interest and needs in areas toward independent living  
Handle emergencies appropriately according the policies; Utilize crisis intervention  
Conduct and document monthly fire drills  
Assist/monitor/ teach individuals with preparation of activities; encourage personal Hygiene and appropriate behavior  
Meet with individuals to discuss concern, problems and issues

August 2008-2011 **Borough Manhattan Community College** New York, NY  
**Administrative Assistant, Math Department**  
Provide administrative support for 200 professors  
Collect data for preparation and distribution  
Provide clear communication for professors and students  
Direct and handled all incoming calls  
Oversee any incoming and outgoing mail, faxing, filing, xeroxing

August 2007-2009 **Eastern Pediatrics** Brooklyn, NY  
**Medical Assistant/ Receptionist**  
Prepared insurance forms  
Proficient in medical coding (ICD-9&CP4)  
Scheduled patients appointments for follow-up, MRI and CT  
Examined Medical records  
Performed general secretarial duties  
Served as a phlebotomist, Performed EKG and checked vital signs

2001-2006 **New York Department of Education** Brooklyn, NY  
**Special Education Paraprofessional**  
Responsible for student's safety  
Tutored students in math, reading and writing  
Provided information to parents about their children, school and teachers  
Handled and recorded all emergency calls

Skills: Proficient in Microsoft Office Suite, Data Entry, type 40wpm  
Excellent verbal, communication, organization and interpersonal skills