

SUMMARY:

Detail-oriented candidate seeking a Behavior Technician position, bringing strong communication, reliability, and a passion for helping individuals achieve goals.

EDUCATION:

Bachelor of Arts in Elementary Education and Special Education **2028**
Glendale Community College

Registered Behavior Technician **2025**
Autism Partnership Foundation - 40-Hour Training

Associate of Arts - Focus in Psychology **2022**
Glendale Community College
Cumulative GPA: 3.78

EXPERIENCE:

Doordash **2024 – Present**
Delivery Driver

- Maintained a customer satisfaction rating of 98% through timely service and professional communication
- Communicated effectively with customers, restaurants, and support to resolve issues and ensure a smooth delivery process

Einstein Bagels **2023-2024**
Shift Lead

- Promoted to Shift Lead due to my commitment to customer service and satisfaction
- Assigned duties, created shift break schedules, and managed employee requests or issues
- Provided direct feedback, coached team members on proper procedures, and promoted their professional growth
- Handled cash and opening/closing procedures
- Trained and mentored new team members, resulting in faster onboarding and improved employee retention

Crew Member

- Prepared and served bagels, coffee, and other menu items according to company standards and procedures
- Maintained a clean and organized store environment by cleaning, doing dishes, and performing other general cleaning duties

Amazon Warehouse **2022-2023**
Warehouse Associate

- Performed warehouse duties including receiving, sorting and wrapping items in boxes, building pallets, handling pallet jacks, and counting inventory with little supervision
- Inspected work areas for cleanliness and obstacles and removed cartons and boxes to keep work areas organized and hazard-free
- Collaborated with teams to optimize daily workflows and implemented new processes, which resulted in reduced processing times and higher productivity

SKILLS:

Applied Behavior Analysis Techniques

BIP Implementation

CPR & First Aid Certified

Creative Problem Solving

Microsoft Office

Collecting and Recording Data

Goal Setting & Achievement

Crisis Management

Adaptability & Patience