

# Krystal Shirley

PO BOX 331 Vanderwagen ,NM 87326  
(505)-339-0592 • kkrystalshirley76@gmail.com

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## Skills

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- Excellent customer service skill; meeting client satisfaction objectives
- Strong interpersonal communication skills; written and verbal
- Flexible, with a positive attitude and willingness to collaborate with others
- Attention to detail to ensure task/project in a timely matter
- Self-directed, resourceful, effective problem solver, and ability to work independently
- Able to coach, mentor, and guide new members
- Effective computer skills: Familiarity with MS Word and PowerPoint

## Work Experience

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### McDonald's

Nov 2016- July 2018

Cashier

- Greeting customers, taking orders, collecting card and cash payments
- Matching cash with records
- Cleaned, stocked, and restocked workstations and display cases
- Balanced transactions at the end of the shift and maintain an awareness of all promotions and advertisements

### University of New Mexico- Gallup

Oct 2018- Jan 2019

Office Assistant

- Tasks like filing, typing, keeping records, processing mail, and answering phones
- Proficiency in the latest production software such as Microsoft Word, Outlook, Excel and PowerPoint
- Written and verbal communication skills
- Maintaining office equipment such as printers, copiers, updating computer and business software
- Delivering mail to departments

### Hampton Inn and Suites

April 2019- Sep 2021

Front Desk Agent

- Making reservations and greeting guests
- Handling correspondence, answering to inquiries
- Customer service orientation, accuracy, computer literacy, proactivity
- Process guest arrivals and departures including all necessary payments
- Oversaw guests registration reservations and other clerical duties with a focus quality and courtesy

### Walmart

Nov 2021- Sep 2022

Apperal Associate

- Trained in Apparel/Jewelry/Cashier departments
- Organized all store signage and marketing displays
- Assisted Walmart supervisor with customer service
- Greeting and assisting costumers and operating cash register
- Answering phone calls
- Folding clothes in all departments
- Assisting customers with finding the products they need
- Taking clothes to sales floor to restock
- Labeling , scanning, changing price tags on merchandise

**Speedway**  
Cashier

Feb 2022- April 2022

- Greeting customers in a friendly and professional manner
- Cash handling, fuel transactions, and consistently promoting the Speedy Rewards
- Maintaining a clean, safe environment to ensure the store is presentable
- Ensuring proper food preparation, presentation, and freshness of all foodservice products
- Answer customer inquiries and provide assistance when needed
- Ensure that all products are properly labeled and priced
- Process returns and exchanges according to company policy

**NCI DETOX**

Jun 2022- April 2023

BHT- Behavioral Health Technician

- Responsible for providing direction to individuals who are dealing with behavioral health challenges such as substance abuse.
- Maintain confidentiality of clients in accordance with HIPAA statutes.
- Maintain records in accordance with applicable standards and HIPAA regulations.
- Monitor and report all client challenges to clinical team
- Maintained a clean, safe, and sanitized environment for patients
- Interacted with clients in order to provide guidance, safety, stability, and direction.
- Responsible for doing regular 15-minute bed checks on each patient, recognizing, preventing, and responding to patients who were acting as a danger to themselves or others.
- Enforced limits on individuals receiving services behavior using established policies, procedures, and rules.
- Prepared written reports (incident reports) as necessary.

**THE STEPPING STONES GROUP**

February 2023- April 2023

Occupational Therapist Educational Assistant

- Providing rehabilitative services to persons with mental, physical, emotional, or developmental impairments.
- Keeps supplies ready by inventorying stock, placing orders, and verifying receipt.
- Maintains patient occupational therapy records by recording client's progress for use by the occupational therapist.
- Carefully adhere to occupational therapist's treatment plan and schedule for each individual.
- Motivate and coach students to successfully carry out occupational therapy activities.
- Helped guide and support students return to daily life activities.
- Revised treatment method and setting based on patient responses and energy levels.
- Worked under the supervision of occupational therapist providing therapy to help patients develop and improve daily living and working skills.
- Worked with children with developmental disabilities in activities to promote socialization and physical coordination.
- Helped patients with stretches and other exercise as directed by the occupational therapist.

**Education**

**High School Diploma**

Aug 2015- May 2018

Miyamura High School 680 Boardman Ave , Gallup NM 87301

**Associate's Welding Degree**

Aug 2018- May 2021

University of New Mexico- Gallup 705 Gurley Ave, Gallup NM 87301

**References**

Rayshell Carviso (505) 409-2423  
Letisha Claw (505) 339-4590  
Mariah Tso (505) 387-6528