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## OBJECTIVE

I am seeking a challenging position with an ambitious organization, where I will be able to gain comprehensive knowledge and increase my work experience while in pursuit of my Bachelor's degree in social services.

## SUMMARY OF QUALIFICATIONS

- Proficient in Microsoft Office Suite, 2007/2010 (Word, Excel, PowerPoint, Publisher, Outlook and Internet Explorer)
- Good communication skills, exhibiting diplomacy, tact and caring attitude in all interactions
- Excellent working with multi-disciplinary culture population of various ages.
- Excellent problem solving skills with the ability to identify, analyze, report, de-escalate volatile situations with clients and resolve.
- Ability to lift over 25lbs, sit, stand, bend, for long periods of time.

## PROFESSIONAL EXPERIENCES

### Server/Hostess

#### Hometown Buffet (part-time)

July 2010 – Present  
Concord, CA

Provide 100% of excellent customer service with a high level of professional communication with 300 or more guest a day. Maintain a friendly, attentive and timely service to create an exceptional dining experience for all of our guests. Assumes 100% responsibility for quality guests' experience and inform guests of special and menu changes. Frequently maintain a safely and lift and easily maneuver soiled dishes from guests tables weighing up to 15 to 20 pounds for long periods of time (up to 6-7 hours). Monitor and observe guests dining experience to ensure guests are satisfied with the food and service. Able to communicate and understand the predominant language(s) of the guests, maintain clean and stocked service and dining areas, complete opening and closing checklists and thank guests for their visit and invite them to return. Attend all scheduled employee meetings and brings suggestions for improvement.

### Green Programs Administrative Clerk

#### San Francisco Conservation Corps

Oct 2010 – Present  
San Francisco, CA

Provide administrative support to all staff from both offices in San Francisco, CA. Participate in intradepartmental meeting and act as liaison with appropriate personnel. Supported with the retention at SFCC of 95% for clients to graduate and continue to achieve their goals and receive their High School Diploma. Maintain accurate attendance, comprehensive and confidential case records and inputs statistics tracking and referrals information into data management system daily. Support young adults between the ages of 18-26 years old in the completion of their restorative plans and goals. Managing completing demands with the frequent changes or delays or unexpected events. Personally observes safety and security at the facility and making sure corpsmember are using equipment and materials properly. Maintain and support receptionist duties; answering phones, filing, coping, running errands, restore office supplies, run reports. Provide assistant to Human Resource with corpsmember timesheets, answer payroll questions, provide support in filling out forms and legal documents.

**Residential Coordinator****July 2008 – Jun 2010****AARRS Residential Services (volunteer)****San Francisco, CA**

Provide administrative support to staff members and clients at the facility. Provide individual and group peer support while facilitating weekly workshops that include; Parenting, Anger Management, Relapse Prevention and Grief and Loss. Provide support and assistance to clients with serious mental illness through individual and group counseling in a crisis or transitional residential environment. Responsible for monitoring and ensuring safety for clients ages 21-60 years old in an adult residential treatment facility, crisis intervention, escorting residents to and from medical and legal appointments, motivational interviewing. Planning and conducting substance abuse, motivational seminars and behavioral seminars/activities. Adhere all AARRS policies, protocols and procedures. Supported in counseling sessions for residents to prevent relapse by assisting them in recognizing triggers of substance abuse and developing appropriate coping mechanisms to continue recovery by doing a play at Bravo.. Responsible for preparing monthly menus and for the facility of 3 course meal and accompanied with the shopping at May Wah, Foods Co, Costo and Food Bank.

**EDUCATION**

Laguna Honda Facility  
Health Unit Coordinator (Internship)

San Francisco, CA  
May 2013 - June 2013

San Francisco City College  
Health Unit Coordinator

San Francisco, CA  
Jan 2013 - May 2013

San Francisco City College  
Health and Medical Terminology

San Francisco, CA  
Aug 2009 - May 2010

**REFERENCES UPON REQUEST**