

Yadira Covarrubias

(714) 469-4022 - Yadiracova@yahoo.com

PROFESSIONAL SUMMARY

A position, that involves responsibility and working with others as a team member to achieve advancement and growth for the company.

ETHICS AND QUALIFICATIONS

- Bilingual in English and Spanish
- Veteran Affairs volunteer working at the welcome center; assisted with VI-SPDAT'S
- DBSA Veteran Peer Support Specialist Certification
- Knowledgeable in Supportive Services for Veteran Families Program
- Trained in implementing Intensive Behavior Intervention Techniques
- Basic computer skills with Microsoft office (word, excel, PowerPoint)
- Skilled in assessing and meeting needs of program participants and assist in crisis situations
- Assist clients with applications for housing related services
- 3 year work experience providing information and referrals regarding program and services available to people living with HIV/AIDS
- First Aid and CPR certified
- Self-motivated, Self-Starter, 12 years of excellent customer service
- AIDS Foundation 4 year volunteer for intake and outreach serving HIV/AIDS homeless population
- Strong work ethic and trustworthy, with the ability to work independently, as well as within a team
- Positive and energetic attitude with quick adaptive skills

WORK EXPERIENCE

Volunteers of America, Boyle Heights, CA

2016-2016

As an **SSVF Housing Specialist**, created housing options suitable for the Veteran households as needed. I connected with landlords and familiarize them with the SSVF/HUD-VASH programs and community based rapid rehousing resources to assist both tenants and landlords in the event of potential problems leading to eviction. I was responsible for creating and maintaining a housing database linking tenants to apartments.

Goodwill of Orange County, CA

2013-2016

As a **Behavioral Specialist**, I provided supervision, training, and support Adults with disabilities in Business, Job Sites, and any other Career Development setting. Teach new behaviors for work settings using different levels of prompting. Develop, implement, and maintain appropriate programming and daily scheduling. Observe and chart participant's behavior data

IHHS Ops, Pomona, CA

2011-2012

As an **In-home support-service caregiver**, I provided a range of services for clients such as bathing them, preparing meals, light housework, shopping for groceries, providing companionship and conversation. Schedule doctor appointments and providing transportation. Filing paperwork, reporting changes in client's mental and emotional state.

PSC, Santa Ana, CA

2009-2011

As a **Dispatcher**, multitasked with dispatching, reception duties, answering multiple busy telephones, typing, operating computers, patrol, issuing citations, writing reports, and assisting other government agencies as needed.

United States Army, Fort Wainwright, Alaska

2007-2009

As a **Unit Supply Clerk**, in charge of basic tactical training drills and ceremonies, nuclear biological and chemical defense, receiving, storing, issuing and maintaining records associated with expendable examinations. Established security records, front desk duties, answering telephones, setting appointments, and sterilizing medical supplies.

EDUCATION

Los Angeles Trade Tech

Present

Certified Peer Support Specialist

2016

Certified Phlebotomist/Clinical Medical Assistant, US Colleges, Montclair, CA

2011-2012

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PROFESSIONAL REFERENCES

Martie Zarate
Small Pack Dept
470-535-1514
Years Known: 3 Yr.

Marina Pineda
Customer Service
714-548-9022
Years known: 12 Yrs.

Francisco Toribio
Outreach Specialist
Volunteers of America
323-684-4672
Years known: 3 Yrs.

Cashier Test

Score / 15

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 9.75%

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

- 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50
- 12) How many times should you count change when giving it to the customer?
- a) one
 - b) two
 - c) three
 - d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? State ID, PL, or passport, w/ of

15) How many \$20 bills are in a bank band? 100

1) A customer buys a bowl of soup for \$1.50, an apple \$0.50 and a soda is \$0.10. If you are given \$2.00 how much change should you give back?

a) \$0.50
b) \$0.90
c) \$1.00
d) \$0.90

2) A roll of nickels is worth?

a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00

3) A roll of nickels is worth?

a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00

4) A roll of quarters is worth?

a) \$2.00
b) \$4.00
c) \$5.00
d) \$10.00

5) What does the word "standard" mean?

a) something over standard
b) percentage of sales
c) point of sales
d) people over service

6) What is the current sales tax rate in your city?

7) A customer buys a bowl of soup for \$1.50, an apple \$0.50 and a soda is \$0.10. If you are given \$2.00 how much change should you give back?

a) \$0.50
b) \$0.90
c) \$1.00
d) \$0.90

8) A customer buys two shirts for \$10.00 each and two pairs of pants for \$5.00 each. If you are given \$20.00 how much change should you give back?

a) \$20.00
b) \$10.00
c) \$5.00
d) \$4.00

9) A customer buys a shirt for \$5.00 and a pair of pants for \$4.50. If you are given \$10.00 how much change should you give back?

a) \$0.50
b) \$0.00
c) \$10.00
d) \$15.00

10) A customer buys two shirts for \$5.00 each, two pairs of pants for \$4.50 each, two cookies at \$1.00 each and two sodas at \$0.50 each. If you are given \$20.00 how much change should you give back?

a) \$20.00
b) \$10.00
c) \$15.00
d) \$25.00