

# Shayla Wade

San Diego, CA 92111

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I am seeking a position as a peer support specialist where I can use my competency based peer support training along with my lived experience with mental health to bring messages of hope and recovery to every client I come in contact with, relate to the needs and concerns of others and provide support to clients in a professional environment.

Authorized to work in the US for any employer

## Work Experience

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### **Nurse Assistant**

InTouch At Home - San Diego, CA

May 2018 to November 2018

A Better Home Solution 2017 & 2018 San Diego

Patient Care Assistant

- Direct patient care and face to face customer service

MCRD Marine Base 2013 - 2015 San Diego

Mess Attendant

- Direct face to face customer service serving Military staff meals with friendly customer service answering any questions regarding menu items

### **Mess Attendant**

Manpower Staffing Agency - San Diego, CA

July 2013 to January 2015

Call Center - FEMA Assistance

- Completed online FEMA Assistance application for incoming callers due to Hurricane Katrina
- Provided attentive customer service through active listening

## Education

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### **High school diploma**

## Skills

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- Experience with Microsoft Word, Excel and Outlook
- Experience working in the health care industry
- Ability to maintain confidentiality and adhere to HIPAA requirements
- Attention to detail, problem solving while multi-tasking
- Excellent typing skills

- Microsoft Office, microsoft word, keyboarding, customer service, active listening, problem solving
- Patient Care
- Caregiving
- ability to follow written and verbal instructions, ability to communicate effectively, ability to work with a electronic health record system, basic level of computer literacy, ability to maintain strict confidentiality, understand social services around san diego, understand san diego mental health services. (Less than 1 year)
- Vital Signs
- ADLs (2 years)

## Languages

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- English - Expert

## Certifications and Licenses

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### **CNA**

### **CPR Certification**

### **peer employment specialist training**

October 2021 to October 2021

completed a competency based peer support training program which focused on mental health, substance use, addiction, personal development, preparing for work, and skill development.

### **Certified Phlebotomy Technician**

## Assessments

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### **Call Center Customer Service — Familiar**

July 2020

Applying customer service skills in a call center setting.

Full results: [Familiar](#)

### **Customer Service — Completed**

July 2020

Identifying and resolving common customer issues

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.