

Michelle L Santana

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Career Objective

To utilize my experience and skills to improve the quality of life for Long Term Care (LTC) residents.

Summary of Qualifications

- Fluent in English and Spanish
- In-depth knowledge of resident activities programs.
- Extensive experience with development, implementation, and refinement of residents' care plans.
- Physically and mentally active with an ability to work for long and indefinite hours.
- Ability to develop a positive rapport with colleagues and participants.
- Able to easily learn new technology and innovations in health care.
- Possess strong organizational, leadership and multitasking skills.
- Passionate and hard working.

Employment History and Job Details

Golden Living Garden Place, LTC- Attleboro, MA

September 2013 - June 2015

Activity Assistant

- Entered resident files, care plans, and activity progress levels into computer program.
- Planned, developed, and implemented creative and exciting Resident Programs to meet the individual needs and interests of the residents.
- Coordinated outside trips and events, including coordination of one-to-one programming for residents who could not participate in a group setting.
- Initiated task flow, set up the equipment and ensured that all arrangements were timely.
- Made appropriate decisions in absence of the Activity Director through independent judgment and discretion.
- Managed a volunteer program, including recruitment, training, and supervision.
- Ensured that Resident Programs met all state, federal, and other relevant regulations.
- Completed any other tasks assigned by the Activity Director.

Berkshire Place, LTC - Providence, RI

May 2011 - November 2012

Activity Assistant

- Assisted in planning, organizing and implementing diverse recreational activity programs.
- Participated in the residents' care plans.
- Dealt tactfully with personnel, residents, and family members, including ability to understand their needs and preferences.
- Communicated with vendors to supply equipment for indoor and outdoor special events.
- Participated in activities with patients and ensured they were comfortable and engaged.

CVS/Pharmacy- Providence, RI

June 2009 - July 2010

Pharmacy Technician:

- Prepared medications according to standards of quality and guidelines of the pharmacy.
- Performed various computer task related to responsibilities.
- Packaged drugs according to government rules and pharmacy standards.
- Provided assistance in the final checking of filled prescriptions.
- Maintained cleanliness and safety of work environment.
- Maintained records of patients.

Education and Training

ADPC- Activity Director Provisional Certified (NCCAP)	2015
Mepap2 Edition - Modular Education Program for Activity Professional	2015
Mepap1 Edition -Modular Education Program for Activity Professional	2014
CMS Hand in Hand Training Certificate of Completion	2014
First Aide, CPR & AED Certified	2014
Alzheimer's Association Certificate: Caregiver's Journey	2014
Berkshire Place Certificate: Completed meal assistance course	2012
Training Employees for Alzheimer's Management	2011
Customer Service Certificate- Providence, RI	2009