Grace E. Rosales

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Objective: To obtain a position within a growing company where I can efficiently apply my skills.

**Summary/Skills**:

* Bilingual – English and Spanish
* Record keeping and file maintenance
* Customer service/support
* Judgement and Decision Making
* Clerical organization
* MS Word and office equipment
* Oral and written communication skills
* Complex Problem Solving

Education

Borough of Manhattan Community College – New York, NY

Early Childhood Education, June 1998

Professional Experience:

Lebanon School District, Lebanon PA, 05/2016 – Present

Special Education Paraprofessional 01/2018-Present

* Developed Emergency plans for fire drills, school lockdown/administrative lockdown
* Discuss assigned duties with classroom teachers to coordinate instructional efforts
* Instructing students with training, career planning and daily life skills
* Annual required training: ALICE (active shooter), Student Behavioral Conduct
* Provide extra assistance to students with special needs such as Non-English speaking students or those with physical and mental disabilities
* Supervise student in classrooms, halls, cafeteria, throughout school campus and field trips
* Also perform the duties of a Personal Care Assistant

Personal Care Assistant 05/2016- 01/2018

* Escorting students upon arrival/departure from school
* Assisting the students one on one with all instructional and non-instructional tasks as assigned by the teacher
* Assisting/monitoring the students according to their special need
* Assisting the secretary with mail processing along with end of the day telephone coverage for secretary and also responsible for collecting Substitute Coverage assignment work sheet along with key exchange
* Direct translation between staff, faculty and parents/guardians
* Other duties include: shelving books, Sorting/filing documents forms, maintaining the overall appearance of library, collaborate with event planning and preparation, along with any additional task assigned by librarian
* CPR certified by WellSpan Good Samaritan Hospital to accommodate special need students

The Nutrition Group, Lebanon PA, 04/2016 – 05/2016

Cafeteria Worker- Lebanon School District

* Assisting in the preparation of food and keeping all areas of the kitchen sanitized to code
* Assisting with kitchen equipment clean-up of supplies, organization and storage of food.
* Serve students and staff at the cafeteria counter
* Perform other duties as assigned by Supervisor

Homemaker/Caregiver, NY/PA, 05/2008 – 11/2013 & 02/2014 – 04/2016

* Responsible for keeping/managing home clean and running smoothly, with daily cleaning tasks
* Administer medications as needed and run errands (pick up prescriptions and general shopping)

**H&R Block/QVS Income Tax Services, Bronx NY, 11/2013 – 01/2014**

**Client Services Professional**

* Responsible for greeting and directing students and visitors to appropriate staff members
* Maintained a pleasant and business-like atmosphere and attitude
* Telephone coverage, answering general tax related inquiries and making Tax Preparation Appointments
* Maintenance of students daily sign-in rosters by class sessions and entering hours of attendance in database
* Collected and registered payments for Income Tax Course in database and print out receipts upon requests
* Created folders and labels for all Tax Preparation Returns with appropriate company forms

**The NYEE Infirmary, New York NY, 12/2007 – 04/2008**

**Volunteer Clerical Worker**

* Telephone coverage/floater, taking accurate messages for departments
* Arranged ambulate transportation for patients according to procedures and guidelines

**Veritas, Inc. (Family Outpatient Program), New York NY, 02/2007 - 09/2007**

**Bilingual Receptionist/Clerical**

* Was the contact staff for the program/prepared and scheduled intake assessment packages
* Registered clients upon arrival, maintained a database for daily registration and telephone coverage

**The Hartford Group, New York, NY, 05/2001-08/2001**

**File Clerk**

* Reports directly to head of department in which job is performed or senior clerical worker
* Performs a variety of secretarial and administrative duties in accordance with established policies, procedures, systems, guidelines and objectives
* Preserve the company’s records and manager paperwork effectively
* Provides back-up coverage for copy clerk to assist lawyers and paralegals
* Assist with archiving of employee files
* Help other workers find documents and files