ELRIDA VALEDA CARRIGLITTO

1026 Hill Street

Chesapeake, Virginia 23503

ecarr014@odu.edu

(757) 339-5896

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| **Objective**  **Education** | A challenging position in the Human Service profession that will utilize my abilities developed through education, volunteering and life experiences, with the opportunity for professional growth based on my performance.   * Old Dominion University, Norfolk, VA * Bachelor majoring in Human Services * Minoring in Psychology and Addiction Treatment Prevention * Overall GPA 3.16, Major GPA 3.30 * Graduation May 2019 * Virginia Wesleyan University, Virginia Beach, VA * Spring 2017 Psychology * Overall GPA 3.12 * Tidewater Community College, Norfolk, VA * 2014-16 Associate of Science, Major in Social Sciences * Overall GPA 3.25 * Everest College, Chesapeake, VA * 2006-07 Dental Assistant, Honors Graduate 2007 * Overall GPA 4.00 |  |  |
| **Skills and Abilities** | * Analyze, Synthesize & Interpret Information * Knowledge of Social Structures and Change * Interpersonal Communication (oral & written) * Interact well with Diverse Cultures/ Groups * Knowledge of Community Resources * Research and Planning (sociological) * Statistical Abilities * Critical Thinking * Ability to Understand & Improve Human Relationships * Resolve Conflicts/ Counseling * Insight into Group Dynamics * Work Well Under Pressure |  |  |
| **Communication** | * Collaborated with LGBT Life Center and colleagues to advocate for LGBTQ Children/Teens at Risk |  |  |
| **Volunteer Experience**  **Employment Experience** | **Community Cuts Outreach & Barber Academy**  **Volunteer Mentor. January 2019-Present**   * Guide and provide coaching to help adolescents from ages 13-17 to manage their stress, redirect disturbing emotions and set goals for themselves   .  **Salvation Army Hampton Roads Area Command, Food Pantry Volunteer. June-July 2017**   * Assist in sorting and packing donations from Food Lion and Panera to distribute through pantry. Adhere to USDA procedures for packaging meats and can goods. Request clients by name, escort them to pantry, assist with bagging of food.  Assist elderly and disabled in carrying food to cars. * Knowledgeable of Fuel Assistance and Pathway programs   **Kool Smiles Dental Assistant 2007-2009**   * Deliver quality and compassionate care to children 1to 18 years of age. * Guide parents and patients through our processes before treatment * Educate patients in oral hygiene instruction and provide postoperative instructions * Prepare patient for examination and treatment * Take x-rays and save to patient charts * Responsible for the operational readiness of the hygiene bay and operatory rooms * Prepare tray set-ups for dental procedures * Mix amalgam, cement, pulp paste and prepare impression materials * Sterilize and disinfect instruments and equipment * Clean chairs and rooms * Assist professional dental staff with treatment: * Document patient information, treatment plans, and procedures in patient chart * Assist with suctioning, holding retractors and suture * cutting during surgical procedures * Pour, trim and polish impression casts * Fabricate custom impression trays * Responsible for adhering to all government regulations and company standards   **Branch Banking & Trust Senior Teller 2003-2006**   * Responsible for all aspects of front-end customer service in a financial institution (such as a bank). Interact with customers, assisting them in making deposits, issuing withdrawals, cashing checks, and other general inquiries. * Provide advice to customers on bank products and services, as well as direct customers to appropriate senior staff for opening account, loan information, or other more time-intensive issues. Provide guidance for more junior tellers in customer interactions, and responsible for smooth and professional operations related to teller services. * Train new tellers in their organization's rules and procedures. Ensure that state, federal, and internal regulations are followed in all transactions. Responsible for opening and closing the bank and conducting general bank maintenance tasks such as ordering additional cash holdings. Supervise and process financial transactions and document balances and cash drawers. Oversee vaults, ATM balances, reporting and other branch needs. * Inventory and ensure cash supply, currency, and daily cash for tellers.   **Best Way Sales & Rentals Store Manager 1997-2003**   * Be a Bestway brand ambassador who reflects and promotes Bestway commitment to have the best products at the best prices delivered by the best people in the business. * Demonstrate high energy, enthusiasm and the ambition to lead by example in a fast-paced culture. * Have resiliency and persistence to lead a team which builds our customer base by prospecting to new and existing customers by telephone, on the showroom floor and in our trade area. * Consistently achieve daily, weekly, and monthly sales and credit goals in a revenue-driven atmosphere with unlimited earning potential by building long lasting relationships with our customers. * Lead a team that enthusiastically greet and assist customers ascertaining their wants and needs while knowledgably answering their questions about Bestway products, programs, and the benefits of rent to own. * Consistently seek and maintain knowledge of current products, pricing, sales promotions, flyers, policies, and sales programs. |  |  |

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