

Jahlicia Crittenton

jahliciacrittenton@yahoo.com

11 S. Madison Ave Upper Darby, PA 19082
267-210-9318

Objective

To work within a multi- faceted facility, where my customer service, work experience and education can be a contributing asset.

Skills

- First Aid and BLS Certified
- Microsoft Office 2016
- I/DD experience

Education

West Chester University, West Chester, PA	5/2016- Current
Social Work	
Bloomsburg University, Bloomsburg, PA	8/2012- 5/2016
Social Work	
Cedar Crest College, Allentown, PA	8/2012- 5/2013
Psychology	
Charter High School for Architecture and Design, Philadelphia, PA	9/2008- 6/2012
High School Diploma	

Employment Experience

NHS, Philadelphia, PA

Residential Direct Support Professional 8/2017- Current

- Interacts with and supports the individual in a variety of potential settings, including community, family or individual homes and generic community settings
- Provides personal care, instruction, guidance, mentoring, companionship and support
- Provides a level of care that enhances the health, safety, dignity and contentment of every consumer served

Little Friends Daycare, Upper Darby, PA 7/2015- 8/2017

Preschool Teacher

- Promote good behavior by using the positive reinforcement method.
- Kept classrooms clean by sterilizing and disinfecting surfaces
- Engaged with children individually to meet their emotional and physical needs

InfiniSource Consulting Solutions, Leesburg, VA 6/2014- Current

Human Resource Assistant

- Answering telephone calls
- Organizing meetings using a variety of software packages, booking transport and accommodation, managing databases, implementing and maintaining procedures/administrative systems

Dr. Denim Clothing Store Philadelphia, PA 07/2013-08/14

Sales Associate in Retail

- Organized racks and shelves to maintain the visual appeal of the store.
- Developed positive customer relationships through friendly greetings and excellent service.

- Helped customers with questions, problems and complaints in person and via telephone.
- Greeted customers and ascertained customers' needs.

Noah's Kiddie, Philadelphia, PA

05/2011-06/2012

Teachers Assistant

- Kept classrooms clean by sterilizing and disinfecting children's toys and surfaces.
- Managed general housekeeping duties including feeding, diapering, resting, cleanup, etc.
- Encouraged child involvement in classroom experiences.
- Maintained a positive demeanor to facilitate a stable, consistent environment.

Sesame Place, Langhorne, PA

6/2010- 8/2010

- Customer Service Representative and Cashier
- Assist customers with general concerns in accordance to company policies
- Cash Management
- Stock, replenished merchandise and cleaned the store

Volunteering Experience

Kids Club International, Philadelphia, PA

Team Member

01/2017-07/2017

- A non-profit organization that provides aid and comfort to children worldwide