

# Erika Williams

## **NYS Finger Lakes DDSO Supervisor**

Rochester, NY 14611

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(585) 3171952

## Work Experience

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### **Developmental Aide**

NYS Finger Lakes DDSO - Rochester, NY

January 2016 to Present

Full time)

- Entered data for billing Medicare
- Followed nursing service plans
- Handled Medical Transportation appointments
- Appointment scheduling

### **Personal care aide**

Heather Heights of Pittsford - Rochester, NY

February 2010 to July 2013

Assisted residents activities of daily living

- Directed visitors to appropriate areas throughout the facility
- Stocked rooms with clean bedding
- Cleaned multi-purpose rooms for events kept in ball room
- Would work unit alone on overnights thoroughly
- Provided personal care needs showering, dressing, bathing

9- 09/2-14 ARC of Monroe County Rochester, NY

Team Lead

- Managed office documentation
- Ran appointments with nurses
- Followed support plans created by behavior specialists
- Performed medication administration duties
- Trained new hires
- Assisted supervisor with personal spending allowances

### **Shift Manager**

Tom Wahl's - Rochester, NY

June 2006 to February 2011

Arranged team meetings

- Balanced drawers at end of shifts
- Ran my own shifts of six or more staff
- Made schedules for staff
- Maintained office organization
- Completed shifts thoroughly

## Education

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### **Diploma**

Benjamin Franklin High School - Rochester, NY

June 2008

## Additional Information

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### QUALIFICATIONS:

- Work well with or without supervision
- Can adapt to any work environment and the people whom may be in them.
- Ability to prioritize and remain focused
- Excellent with customer support services
- Skilled at learning new concepts quickly while working well under pressure
- Has worked for six years in health care field
- Has experience working with people with developmental disabilities
- Have worked closely with RN'S in group home and nursing home settings.