

Michael Henderson

(585) 354-1308

Jamar_mike_michael@yahoo.com

Technical and Customer Relations Qualifications & Skills

- Exceptional customer care skills as it relates to greeting, conversing and effectively communicating with culturally diverse populations
- Critical thinker with strong analytical abilities as it applies to technical repairs
- Able to quickly adapt to changing work environments and follow through with all work responsibilities meeting all management level expectations
- Highly focused worker able to talk to customers by telephone and in person to provide product and or service information
- Confident and well-organized team member who maintains composure and works effectively within a supportive group atmosphere
- Efficient in operating computers and applying typing knowledge
- Approach all work colleagues with an upbeat demeanor demonstrating accountability
- **Confident, productive, and versatile worker able to meet and exceed work standards of the organization!**

Transferable Skills & Abilities

- Successful Residential Counselor working with developmentally disabled and challenged adults diagnosed with various disabilities
- Competent in cleaning and sanitizing bathrooms, equipment, and work areas in an orderly manner

Employment History

Residential Counselor

12/2013 to Present

Heritage Christian Service, Rochester, New York

- Administer medication, assist consumers with Activities of Daily Living (ADL's), prepare and cook meals, and effectively communicate with the supportive care team counselors to support, guide, and enhance the individual lives of the residents

Front Desk Specialist

12/2012 to 06/2013

Planet Fitness, Rochester, New York

- Assisted customers at the front desk, repaired equipment, and performed janitorial tasks

Guest Attendant

10/2009 to 12/2012

Target, Rochester, New York

- Gathered shopping carts, cleaned building areas, assisted customers, and operated cash registers

Education & Training Experience

Infant/Child/Adult, First Aide/CPR & AED Certified

05/2017

American Red Cross, Rochester, New York

High School Equivalency (HSE) Diploma

11/2017

SUNY Rochester Educational Opportunity Center (REOC), Rochester, New York

Accomplishments/Awards

- **High Five Awards-** Helping team colleagues accomplish their job assignments 2015 & 2016
- **Hard Core Mud Run-** accomplished 6 to 12 mile obstacle runs 08/2013 & 10/2013
- **Do the Right Thing Award-** Returned money to the bank 2010

Community Volunteer Work Experience

- **Assistant Coach** for Body Maintenance Precision Training at World Gym 2015 to Present
- **Real Men Read**, Action for a Better Community (ABC), Head start program 2015 to Present
- **Exercise Coach** for Goons Ball (football for all age groups), Epic Studios 2013 to Present