

Jennifer Guillette

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[Linkedin Jennifer Guillette](#)

Influential problem solver with a proven track record of demonstrating effective leadership skills and expertise in identifying effective means of corporate communication.

Loyal Leader with a keen ability to effectively engage and positively influence a variety of audience and collaborate with high-performance teams. A huge contributor to multiple company success with a background comprised of over ten years working with adults and children that have intellectual and developmental disabilities. I also offer a diverse history and combined experience in Customer Service, Marketing, Teaching, Sales, and Program Coordinator. I have a strong focus on exceeding expectations, including achieving and maintaining positive relationships with customers and staff members. I am highly committed to pursuing a long-term career as an Administrative Assistant or related role and utilize my transferable skills, industry knowledge, and my experience to improve business initiatives. I excel at interpreting conflicts/problems while effectively communicating with management as well as identifying opportunities for improvements and providing recommendations.

Areas of Excellence

Event Planning, Microsoft Office Suite, Public Speaking, Client Assessments, Data Collection, Data Entry, Customer Relations, Marketing and Fundraising, Clerical Task, Strategic Planning, Sales, Calendar Management

Industry Knowledge

Document Entry and Charting, Identifying Learning Disabilities, Behavioral Management, Recovery Action Plans, Skill Building Techniques, Child Development, Curriculum Planning

Professional Profile

Registered Behavioral Technician (RBT) | Teaching Assistant

Academy at the Beach | Tarpon Springs, FL

(2018) to (2019)

Certified Registered Behavioral Technician with extensive knowledge in implementing behavioral treatment plans, for adults as well as children with intellectual and developmental disabilities. Successful at identifying any behavioral issues and monitoring clients' results, including referencing progress reports. Responsible for documenting, collecting data, assessing, and analyzing treatment plans.

- Supervise up to 10 children in small groups and provided support with emotional and behavioral difficulties as well as completing incident reports as necessary and connecting them to community-based resources.
- Identify any behavioral issues based on the results of children's assessments and strategically established individualized care plans, including monitor and document any changes.
- Effectively communicate and provide indirect service of client treatment planning with clients support systems.

E-Commerce Customer Service

Happy Feet Plus | Largo, FL

(2017) to (2018)

Excel at my role as a Customer Service Representative for the Happy Feet Plus by providing exceptional support in various areas within my department required to deliver outstanding customer support and contribute to business growth. Highly knowledgeable on computer-based work management systems, sales, rapport building, company policies, and procedures including ensuring all activities remain in compliance with company standards.

- Assist customers via email correspondence as well as over the phone with inquiries concerning placing orders, payment processing, as well as general account questions.
- Deliver outstanding customer requests with a friendly demeanor, and support while identifying new business opportunities to initiate new orders and confirm profile information while managing their individuals' needs or reasons.

Adult Day Trainer "ADT" for The Arc Tampa Bay Start date: (2009) to (2017) Safety Harbor, FL

As an Adult Day Trainer, I excelled at implementing art programs designed to reduce maladaptive behaviors in adults with developmental and intellectual disabilities under the supervision of a BCBA "Board Certified Behavior Analyst." Contributor to supporting adults with mental disabilities developing training materials and providing emotional support to clients and their families.

Position #3 ADT (2015) to (2017)

- Facilitated introductory speeches at annual banquets designed to help clients achieve their individual goals and present them with awards of achievement on their progress.
- Participated in numerous charity events like The Omelet Party, Special Art by Special Hands, The Yacht Club, Festival of Trees and other community-based resources to support children, adults, and their families.

Position #2 ADT Specialist Lead (2011) to (2014)

- Successfully managed and supervised employees on business objectives as well as ensured that all progress reports and documented charts were completed in a timely and accurate manner.
- Continuously participated in support plan groups as well as coordinated with other staff members on developing an original assessment plan to observe and help clients track their daily goals.
- Excelled at coordinating recreational activities as well as guided clients in primary education with daily living skills, providing them the opportunity to transition from dependence to independence living.

Position #1 Habilitation Center Instructor (2009) to (2013)

- Achieved and strengthen relationships with clients to build trust and execute developmental and operational activities as well as assisted with applying the skills needed for everyday living.
- Supervised clients and provided assistances with workshop programs to help them with functional abilities and the support of growth and development.

Past Employment History

Customer Service Team Lead | Pinson Communications | Oldsmar, FL | (2007 to 2008)

Assistant Program Coordinator | The Red Apple ADT | New Port Richey, FL | (2005) to (2007)

Reservation Sales Representative | Delta Airlines | Tampa, FL | (2001) to 2005

Education History

Associate of Arts, Early Childhood Education

St. Petersburg College 2003