

## Destiny Irvine-Halama



To obtain a position in a reputed health organization. Skills: Vast experience in the social needs of the elderly, customer care and communication skills. Thorough knowledge of practical application of recreation service programs.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### Work Experience

#### **Outreach Specialist**

INPEACE - Waianae, HI

December 2021 to July 2022

social service professional who works directly with the community to promote health and wellness. Identifying community needs, developing wellness programs and initiatives, and tracking progress.

#### **Front Desk Receptionist**

Planet Fitness - Excel Fitness - Waianae, HI

September 2021 to February 2022

##### Essential Duties and Responsibilities

- Greet members, prospective members and guests, providing exceptional customer service.
- Handle all front desk related activities including:
- Answer phones in a friendly manner and assist callers with a variety of questions.
- Check members into the system.
- New member sign-up.
- Take prospective members on tours.
- Facilitate needed updates to member's accounts.
- Respond to member questions and concerns in a timely and professional manner and elevate to Assistant Manager or Manager as needed.
- Assist in maintaining the neatness and cleanliness of the club.

#### **Research Assistant**

Waianae Coast Comprehensive Health Center - Waianae, HI

September 2021 to December 2021

- Prepare interview questions and summarize results.
- Perform literature reviews.
- Conduct research and summarize findings.
- Respond to emails relating to research.
- Attend project meetings.
- Update website content.
- Prepare progress reports

## **Activities Assistant**

PU'UWAI O' MAKAHA HEALTHSERVICES

December 2018 to December 2019

- Helped with planning and facilitating daily, weekly, and monthly events
- Organized and lead daily group therapeutic and memory enrichment activities, encourage participation, socialization, relaxation, and recreation
- Implemented activities to accommodate those with special needs
- Provided participants with instructions for the event
- Helped with providing resident transport to programs and activities as needed
- Observed participants reactions to activities to gauge their enjoyment and obtain their feedback to improve events
- Tracked weekly participation in group activities
- Reported medical concerns and unusual observations to Nursing Supervisor
- Adhered to and enforced all safety procedures

## **Housekeeper**

QUEENS MEDICAL CENTER/ SODEXO

January 2016 to August 2016

HOUSEKEEPER | KAPIOLANI MEDICAL CENTER | 8/2015 TO 4/2016

- Responsible for sustaining a sterile environment in all areas of the hospital.
- Cleaned hospital floors and surfaces, dust, mop and sweep patient's room, nurses and surgical units and administrative offices using predefined cleaning methods and procedures
- Made beds using clean and disinfected linen and replenish supplies such as towels, blankets, soaps, and shampoos
- Cleaned and disinfect patient's bathroom and public restrooms, mirrors and windows
- Collect dirty laundry from patient's rooms and deliver them to laundry area
- Distributed clean linen and hospital surgical gowns to appropriate floors
- Listened and resolved patient's complaints regarding housekeeping services
- Empty trash receptacles and ensure proper compaction of surgical waste according to hospital policies
- Informed housekeeping supervisor of any cleaning equipment that may need repair or replacement
- Informed housekeeping supervisor about any building hazard and assist in addressing it
- Maintained, clean, and organized storage area for cleaning equipment and supplies
- Maintained adequate stock of cleaning supplies-cart

## **Crew Member**

MCDONALD'S

April 2014 to August 2015

- Counted money in cash drawer to ensure proper balance at begin and end of shift and to be sure there is adequate change.
- Communicate with customers regarding orders, comments, and resolve complaints.
- Cash handling; receiving and returning correct change, validating debit and credit charges
- Serve orders to customers at the window and/or counter
- Operated large-volume cooking equipment such as grills and deep-fat fryers
- Cooked foods according to menu or prepare special requests by customers to add, replace, or remove items, prepare and serve cold and hot drinks
- Cleaned and stocked workstation at end of shift

## Education

### **HIGH SCHOOL DIPLOMA**

WAIANAE HIGH SCHOOL

2015

## Skills

- Positive Attitude and Strong Willingness to Learn
- Customer Orient, Communication and Active Listening skills
- Flexible and Adapted Team Player
- Creative Thinking and Problem-solving skills
- Basic Office Equipment, Typing speed 30WPM
- Organized, Attention to detail
- Time Management
- Productive
- Multi-tasker
- Loss Prevention
- Senior Care
- Laundry
- Caregiving
- Security
- Home Care
- Food Preparation
- Photography (1 year)

## Certifications and Licenses

**CPR Certification**

**First Aid Certification**

**Guard Card**