



FAITH MCKINSEY

PERSONAL CARE ASSISTANT | OPERATIONS
COORDINATOR

EXECUTIVE SUMMARY

An accomplished professional with extensive experience across personal care, customer service, and warehouse operations. Skilled in team coordination, client care, and process optimization. Adept at enhancing operational efficiencies, ensuring safety compliance, and improving customer interaction. Proven track record in staff training, care planning, and financial management, poised to leverage a strong background in diverse environments to deliver exceptional service and results.

EDUCATION

Associate of Health Administration and Entrepreneurship

University of Phoenix, Phoenix AZ

Associate of Arts in Cosmetology

Paul Mitchell The School of North Haven,
North Haven CT

High School Diploma

Hartford Public High School, Hartford CT

WORK EXPERIENCE

Personal Care Assistant (PCA)

Luis Montanez Bruno Bristol CT | 01/2024 - 05/2025

- Serve as the primary care assistant under a waiver program, directly employed by individuals with disabilities to support activities of daily living and promote independence.
- Tailor personal care and management, focusing on medication adherence, mobility assistance, and comprehensive daily living support.
- Handle all aspects of client care coordination, including planning meals and transportation, ensuring a personalized approach in daily living efficiency.

Warehouse Operator

Target Distribution Center, Windsor CT | 02/2024 - 04/2025

- Manage the safe and efficient handling of over \$1M in inventory monthly as a certified reach forklift operator, optimizing storage in a 40ft high, multi-temperature warehouse environment.
- Maintain a record of zero safety incidents by adhering to strict safety protocols in varied temperature zones, including refrigerators and freezers.
- Support the inbound department by efficiently moving freight, contributing to an improvement in operational throughput and inventory readiness.

Package NC Scan and Labeler

FedEx Ground Distribution Hub, Middletown CT | 04/2022 - 02/2024

- Managed accurate scanning and labeling of high-value non-conveyable packages worth over \$500k monthly, ensuring efficient distribution.
- Enhanced package processing speed and accuracy, contributing to a notable increase in operational efficiency.

Commercial Office Cleaning

Uncle Sam's Contractors, East Hartford CT | 12/2020 - 07/2022

- Clean workspaces, common areas, offices, hallways, and bathrooms
- Sweep, mop, and buff hardwood floors as needed
- Vacuum carpeted areas and furniture
- Dust and polish various surfaces
- Restock bathrooms with supplies
- Empty trash bins and recycle
- Keep track of cleaning schedule

CERTIFICATIONS

- **Personal Care Attendant (PCA) Certification** | New England Healthcare Employees Union (Renewed 03/2024)
- **Acquired Brain Injury (ABI) Certification** | Allied Community Resources
- **Customer Service Professional Certificate** | Southern New Hampshire University
- **First Aid/CPR** | American Red Cross

CONTACT DETAILS



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New Britain CT 06053

FAITH MCKINSEY

PERSONAL CARE ASSISTANT | OPERATIONS COORDINATOR

KEY SKILLS

- Team Leadership & Training
- Client Care Coordination
- Process Improvement
- Safety & Compliance Management
- Financial Transaction Handling
- Effective Communication
- Complaint Resolution
- Dietary & Hygiene Management
- Staff Scheduling
- Inventory Control
- Customer Service Excellence
- Data Collection & Analysis

COMPUTER SKILLS

- **MS Office:** Word, Excel, PowerPoint
- **Typing & Data Entry:** High proficiency
- **Digital Communication:** Email, social media, communication tools
- **Web & Cloud:** Operating systems, browsers, cloud services
- **Multimedia:** Basic graphics and multimedia handling

OTHER SKILLS

- Attention to detail
- Problem Solving
- Multitasking
- Project management
- Team management
- Critical thinking
- Teamwork
- Excellent Communication

OLDER WORK EXPERIENCE (SUMMARY)

- **Customer Service Representative** | Verizon Communication, Inc., New Britain CT (09/2009 - 09/2011)
- **Babysitter** | Care 4 Kids (02/2015 - 05/2020)

WORK EXPERIENCE (CONTINUED)

Personal Care Assistant (PCA)

Always Best Care Senior Services, Bristol CT | 04/2018 - 09/2020

- Provided comprehensive personal care, including hygiene assistance and nutritional meal preparation for clients with specific dietary needs.
- Performed housekeeping duties, maintaining a clean and safe environment for elderly and disabled clients.
- Monitored and reported patient health concerns to supervisors, contributing to enhanced patient care and safety.

Customer Support Response Specialist

Working Solutions, Remote | 01/2016 - 03/2019

- Delivered high-quality customer support remotely, resolving inquiries via phone and email with a focus on professionalism and timely responses.
- Conducted needs analysis to present informed options to customers, enhancing decision-making and customer satisfaction.
- Managed clerical tasks including patient documentation, insurance verification, and appointment scheduling, ensuring accuracy and efficiency in patient care coordination

Dietary Aide

Unidine Corporation, West Hartford CT | 12/2014 - 09/2017

- Served meals and managed kitchen operations, adhering to health and safety protocols while collaborating to enhance service efficiency.
- Supported dietary needs of patients, maintaining strict confidentiality and compliance with food handling and safety procedures.

Customer Service Specialist | Head Cashier

Lowes Home Improvement, Newington CT | 09/2013 - 04/2016

- Led front-end operations, ensuring seamless customer service across multiple departments (returns, lawn and garden, and commercial sales).
- Addressed customer complaints and escalated complex issues, maintaining high satisfaction rates.
- Managed payment processing and team scheduling, improving transaction efficiency and employee morale.

Human Services Aide

Love and Caring HomeCare Agency, Windsor CT | 07/2012 - 11/2013

- Assisted with daily living activities and maintained a clean, safe home care environment, enhancing client comfort and well-being.
- Coordinated client schedules for medical and recreational needs, observing and reporting health changes to ensure comprehensive care management.

Front End Manager

Mama Mary's Soul Food Restaurant, New Haven CT | 07/2011 - 09/2013

- Oversaw front of house operations, including staff management, training, and maintaining safety and cleanliness standards.
- Boosted customer satisfaction by handling greetings, resolving issues promptly, and managing financial transactions.

Production Enumerator

U.S. Census Bureau, New Britain CT | 01/2011 - 07/2011

- Conducted survey interviews, collecting data and ensuring positive customer interactions through efficient and friendly service.