

# Cherell Costello

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## SUMMARY OF QUALIFICATIONS

Over 15 years of proven, combined experience, involving a background in providing exceptional customer service, caregiving, and worked as a certified nurse assistant. I'm compassionate and attentive, organized, hardworking, goal-oriented and a proactive team player. I communicate effectively, consistently and efficiently while promoting relationships of trust and respect. I will be an effective employee because of my dedication to helping others. My passion is to provide services to help promote dignity and support to those in need. As an employee I will do what it takes to accomplish the mission of the company.

## SKILLS

- Certified Nurse Assistant
- Caregiving
- Customer Service
- Customer Retention
- Customer Resolution
- Demonstrates effective allocation of time resources
- Exceptionally willing and successful team player
- Positive Attitude
- Dependable
- Punctual
- Compassionate
- Quality Work Ethic
- Self-Driven
- Microsoft Excel
- Microsoft Word
- Microsoft Power Point

## PROFESSIONAL EXPERIENCE

### First Step Communities

Client Support Associate

Sacramento, CA

2024 – Present

- Provide direct customer support and manage customer concerns.
- Respond to inquiries in person, by phone, email, and providing information about resources, services, or processes.
- Demonstrate problem solving skills.
- Handle customer complaints/returns, resolving issues by reviewing customer profiles.
- Participate in training sessions to improve product knowledge and service skills.
- Document customer interactions and transactions and maintain appropriate records.

### Private Residence

Care Provider / Homemaker

Sacramento, CA

2021 – 2024

- Efficiently maintained monthly finances and budget.
- Negotiated repair, maintenance, and replacement of equipment using various tools.
- Scheduled and transported client to all medical, school and health related appointments.
- Assisted and advised in planning nutritious meals, purchasing and preparing foods.
- Promptly administered medication and first-aid when necessary per doctors' orders.
- Coordinated family obligations to maintain organization and stability.
- Provided tension management strategies to meet psychological and emotional needs.
- Management, implementation and coordination of multiple activities and schedules.

**Medical Healthcare Clinic**

**Sacramento, CA**

Certified Nursing Assistant

2015 – 2021

- Complied with company policies guidelines, as well as state and federal regulations, OSHA and Hazardous Material requirements, procedures and operations running efficiently.
- Provided post-op care, rehabilitation services, and assisted in occupational therapy.
- Operated office equipment such as fax machines, copiers, and phone systems, and used computer for spreadsheets, word processing, data entry, charting, and other applications.
- Answered telephones, took messages and transferred calls to appropriate individuals.
- Performed safety procedures, assisted in safety drills to help promote efficient emergency drills.
- Greeted visitors, callers, handled inquiries, and directed them to the appropriate personnel.
- Located information and replied to incoming correspondence in compliance with client needs.

**E D U C A T I O N**

IREM Sacramento Valley Foundation-Real Estate Networking,  
Education, & Work (R.E.N.E.W.) Property Management Training Program

Sacramento, CA

Women’s Empowerment  
Job Training Program  
INTEL (In progress of certificate of completion when done)

Sacramento, CA

Red Cross  
Certified Nurse Assistant

Sacramento, CA

Willian Daylor High School  
High School Diploma

Sacramento, CA