

BONITA BEAUCHAMP

CONTACT

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WORK EXPERIENCE

Respite Care

In-Roads

May 2023-present

- Providing assistance, companionship, and comfort to ill, elderly, and disabled clients.
- Administering prescribed medications, adhering to a strict dosing schedule and monitoring vital signs, checking vital signs, such as temperature or blood pressure.
- Assessing the physical, mental, and emotional conditions of clients and facilitating appropriate professional intervention, when required.
- Helping clients with tasks of daily living such as feeding, dressing, grooming, bathing and toileting.
- Cooking meals, running errands and performing light housekeeping duties.
- Assisting clients in social rehabilitation; Planning and supervising activities.

Home Care Worker

In Home Support Services

Dec 2022-present

- Providing personal care services such as bathing, grooming, dressing, and toileting; Administering medication and observing physical and mental condition.
- Preparing meals and doing grocery shopping, carrying out housekeeping and laundry.
- Providing companionship and conversation; Encouraging socialization and participation in community activities.
- Transporting the client to medical appointments and helping them run errands.
- Keeping proper care records; Communicating with medical professionals about the patient care plan.
- Maintaining a safe and comfortable home environment.

Server

T.G.I. Fridays

Dec 2021-Oct 2022

- Greeted guests and served as liaison for front of the house.
- Point person for restaurant related issues with guests, phones, servers, seating, reservations, mail delivery, moving furniture, takeout orders and management, cleaning and juggling multiple tasks at once.
- Trained and mentored all new hires.
- Ran food from expo and drinks from the bar to dining room and delivered takeout to curbside and delivery.
- Accurately rang all orders into the POS system while simultaneously interacting with guests when applicable.
- Practiced conversational ordering by mentioning current promotional features, expertly recommended and upsells on items.
- Supported management by resolving customer service and food-related issues to maintain guest satisfaction.
- Stayed attentive to server availability and table turnover to seat guests quickly.

Call Center Representative

Precision Opinion

Jun 2018-Mar 2019

- Conducted market research and collected data by the phone for the health care industry.
- Handled large amounts of inbound and outbound calls to and from customers in a timely manner.
- Followed call center "scripts" when handling different topics.
- Listened to customers' needs or issues and providing helpful solutions to their problems; Offered support for customer needs and deescalating issues they may have.
- Kept meticulous records of all conversations in call center database in a comprehensible way.

EDUCATION

Five Keys Charter School

High School Diploma

2024

EXPERTISE

Communication
Leadership
Exceptional Customer Service
Designated Trainer
Collaboration
Time Management
Money Handling
Professionalism

SKILLS

Proficient in Microsoft Office Suite
Proficient in Clover
Advanced in Table Boss
Proficient in IHSS Web Page
Advanced Phone Etiquette
Proficient in CRM Systems
Intermediate in Zoom