

# Ashley Glenn-Downer

Greenville, SC

Authorized to work in the US for any employer

## Work Experience

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### **Courier/Delivery Driver**

UberEATS - Greenville, SC

July 2020 to Present

- Provide quality customer service and a professional look.
- Deliver food orders to customers from various restaurants.
- Deliver Wal-Mart ,Autozone,Lowes, and other orders through the ubereats app.
- Ensure timely and efficient delivers.
- Maintain accurate records of deliveries by taking a photo at each drop-off to confirm delivery.

### **Substance Abuse Specialist**

Phoenix Center - Greenville, SC

September 2021 to May 2023

- Performed a variety of non-professional nursing care, support and educational tasks to assist with the medically managed detoxification treatment of clients.
- Observed clients and reported any changes in condition, measured and recorded patient vital signs
- Conducted admissions, and orientation of clients to the detoxification center.
- Actively supported a trauma informed and responsive work environment as demonstrated in the five core values of safety, trustworthiness, choice, collaboration, and empowerment.
- Documented and analyzed written and computer data according to established policies and guidelines.
- Answered calls from referral sources, prospective clients and/or their family members to educate them about services and care options.
- Maintained and updated client information.
- Answered incoming calls, completed phone screens for eligibility, and scheduled intake appointments.
- Assisted customers with request for information, complaints, making appointments, and resolving issues.
- Looked up and verified client Medicaid eligibility, ensured client forms contained all necessary billing information.
- Utilized office equipment such as copiers, printers, and fax machines

### **Mental Health Technician PRN**

The Carolina Center for Behavioral Health - Greer, SC

June 2022 to January 2023

- Assisted the unit leadership in the overall management of the unit while creating and maintaining the most therapeutic environment possible.
- Maintained safety and security of the patients, visitors and staff through close observation and monitoring of patients, maintaining optimal physical proximity, remaining alert at all times, and using analytical forethought to anticipate potentially volatile or unsafe situations and proactively intervene.

- Provided direct patient care, support, and educational tasks under the Supervision of a Registered Nurse to assist adolescence, adults, and seniors with a variety of psychiatric disorders.
- Measured and recorded patient vital signs, Stuffed patient charts, built and brokekdown patient charts
- Conducted admissions, and orientation of clients into the Hospital.
- Observed patient behavior and notified Unit Director, Therapist and appropriate nursing staff of pertinent information and documents in progress notes.
- Assisted with physical interventions with patients under the direct supervision of the Unit Director and/ or lead crisis response team member.
- Documented according to established policies and guidelines.
- Documented inventory of supplies needed

### **CNA - Certified Nursing Assistant PRN**

Medustrial Healthcare Staffing - Greer, SC

March 2021 to September 2021

Industrial Healthcare-Greer, SC

- Assisted patients in long term care with ADLs such as feeding, mouth care, grooming, shaving, and incontinence care
- Assisted nurse with care of residents
- Measured and recorded patient vital signs
- Answered calls for assistance and observed changes in a patient's behavior, emotional state, or physical condition
- Implemented individualized care plans and offered support to patients to maintain their dignity, privacy, and comfort

### **Machine Operator/Assembler**

LACKS ENTERPRISES, INC - Fountain Inn, SC

September 2016 to November 2019

- Inspected, trimmed, and packed, plastic injection molding automotive parts
- Completed minor assembly of plastic automotive parts
- Created, printed and labeled finished printeds
- Entered daily production data into QAD system and complete production paperwork for completed production parts, downtime, and scrap.
- Certified trainer who trained all new employees on how to be a machine operator over a two-week period and completed their training paperwork.
- Communicated with the shift supervisor and plant manager both verbally and in writing on new hire employee training progress.

### **Various Temporary Assignments**

Variety of Local Temporary Agencies - various, SC

January 2015 to September 2016

Machine Operator at Plastic Plate, LLC

- Inspected, trimmed, assembled, and packed plastic injection molding automotive parts
- Created, printed, and labeled finished product
- Entered daily production data into QAD system and complete production paperwork for completed production parts, downtime, and scrap.

Packer at Multipack Solutions

- Inspected and packed various products coming down the conveyor

- Made and labeled boxes and ensured that the batch numbers and expiration dates were correct
- Warehouse Worker at Walgreens Distribution
- Picked and fulfilled orders according to order invoice on screen
  - Retrieved and organized stock for shipping.

### **Patient Care Assistant**

Quality Care - Greenville, SC  
March 2014 to January 2015

- Provided care and companionship for elderly, special needs, and dementia clients in their home
- Assisted with everyday activities bathing, dressing, grooming, and toileting.
- Prepared meals and performed light housekeeping.
- Transported clients to doctor's appointments and ran errands.

### **Seasonal Tax Preparer**

M&M Income Tax - Greenville, SC  
December 2013 to March 2014

- Prepared simple and complex tax returns for individuals and small business
- Computed taxes by following tax form instructions, tax tables, and using tax software
- Reviewed financial records, documents, and interviewed clients to obtain additional information
- Used all appropriate adjustments, deductions, and credits to keep the client's taxes to a minimum

### **3rd shift Cashier**

Jack in the Box - Greenville, SC  
June 2012 to December 2012

- Took customer orders and operated cash register both at the front counter and in the drive-thru
- Filled food and drink orders
- Cooked food in deep fryers as needed
- Restocked supplies and condiments at the front counter, drive-thru, and in the lobby
- Performed store cleaning at night so it was ready for the next day

### **Volunteer Clerical Assistant**

Department Of Social Services (DSS) - Greenville, SC  
February 2012 to May 2012

- Received hands on administrative assistant training.
- Entered data using various computer programs including Excel, WordPerfect, and SC CHIP
- Filed documents and retrieved information in client records
- Researched records to add or remove information in closed files in their computer system
- Opened, date stamped, and sorted incoming mail; Processed and delivered mail to mailroom and mailboxes
- Operated photocopier, fax machine, answered phones and took messages

### **Housekeeper**

Motel 6 - Greenville, SC  
August 2011 to September 2011

- Removed linens from bins to wash, dry, fold and store in linen closet.
- Cleaned 15 - 30 rooms daily.
- Performed room inventory and replaced broken and missing items.
- Stocked supply carts for next day.

- Documented: inventory, maintenance, work assignments, and time sheets.

### **Cashier**

Fred's - Greenville, SC

June 2006 to August 2006

- Greeted customers, answer questions and inform customers of store policy.
- Operated cash register.
- Process returns and exchanges.
- Zoned store and restock misplaced items.
- Cleaned bathrooms and sales floor after closing.

## Education

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### **Certified Nursing Assistant in Nursing Assistant**

Greenville Technical College - Greenville, SC

January 2021 to February 2021

### **None in Associate in Arts**

Greenville Technical College - Greenville, SC

May 2013 to June 2014

### **High School Diploma**

Greenville Senior High - Greenville, SC

2005 to 2009

## Skills

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- Machine Operator (5 years)
- Assembly (5 years)
- Packaging (3 years)
- Manufacturing (5 years)
- fast learner (10+ years)
- home health (10+ years)
- Patient monitoring (10+ years)
- Plastics Injection Molding (5 years)
- Dementia Care (10+ years)
- Senior Care (10+ years)
- Warehouse Distribution Experience (5 years)
- Tax Experience (Less than 1 year)
- Alzheimer's Care (10+ years)
- Microsoft Office (2 years)
- Caregiving (10+ years)
- Home Care (10+ years)
- Vital Signs (3 years)

- Laundry (10+ years)
- Meal Preparation (10+ years)
- Patient Care (3 years)
- Consulting/Management (1 year)
- Courier
- Delivery Driver Experience

## Certifications and Licenses

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### **Sliver Win(Work keys) Certification**

December 2019 to December 2024

This is based on validated career readiness assessments that provide a direct comparison of the skills an individual possesses with the skills needed to perform a job. The sliver credential indicates the achievement of career readiness skills at a level required by 65% of all jobs in today's job market.

### **driver's license**

### **CPR Certification**

### **CNA**

### **Certified Nursing Assistant (CNA)**

February 2021 to Present