

Byron L. Finkile

4601 E. Kentucky Ave.
Glendale CO 80246
303-241-0729

QUALIFICATIONS

- ▶ Highly dedicated, self-motivated professional with impressive people skills.
- ▶ Advocated and interpreted for clients with community service agencies.
- ▶ Experienced working in various ethnic settings always maintaining a high work ethic.
- ▶ Demonstrates exceptional initiative, dependability, effort and drive.
- ▶ Effective communicator and team builder.
- ▶ Computer literate and detail oriented with strong organizational skills.

EDUCATION: **B.A. Communications**, Minor in Human Services, *Arizona State University, Phoenix Arizona*

LICENSES: **Client Intervention Techniques**
CPR Certified, 2001 to present

PROFESSIONAL EXPERIENCE

April 2003 – Present **Borders Books**, Naples, Florida

- ▶ Developed a reputation for excellent customer service by:
 - acknowledging customers' presence and making eye contact.
 - greeting customers in a friendly manner and giving them full attention.
 - taking time to answer questions or finding someone else who could.

1998-2001 **Juvenile Probation, Maricopa County Juvenile Detention Center**,
Phoenix, Arizona

- ▶ Responsible for nightly detention count and location of 200-300 juveniles.
- ▶ Acted as Senior Staff on Intake Unit portraying a positive role model.
- ▶ Assured safe and secure environment for both staff and juveniles.
- ▶ Generated incident reports and conducted educational programming.

1995-1998 **Mental Health Technician, Arizona Health Care**, Phoenix, Arizona

- ▶ Worked as a team to meet physical, emotional, environmental and social needs of patients.
- ▶ Assisted psychotic patients in activities of daily living , hygiene, dressing, eating, playing, etc.
- ▶ Observed, reported and documented patient behavior and interaction with others.
- ▶ Dispensed patients' medications in a timely manner.

References Available Upon Request