

Gloria Kozier

Education + Experience = Profession

Elmira, NY 14903

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- NHA certified Phlebotomy Technician with extensive computer skills
- knowledge of updated office technology
- experience with office work and responsibilities
- experience working with delicate or confidential information
- filing experience
- phone answering experience
- database experience
- interoffice and outer office postal/ memorandum trained
- responsible and timely
- professionally trained and certified leadership development and management operations
- Freelance Writing & Content Production and Editing for 10+ years

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Owner/Operator

Stone & Breath Women's Sanctuary - Elmira, NY

June 2018 to Present

My name is Gloria & I am a spiritual intuitive who seeks to be both the teacher and the student in every mindful experience. I have been practicing yoga, meditation, and tarot reading for 10 years and reiki energy healing and crystal healing for the past 5. I am always learning and growing to add to my list of spiritually guided tools and be a resource to guide those who seek out my services. I found my way to spiritualism after many failed attempts to seek the help of western medicine and falling gracefully into the arms of mother nature and spirit to find my truest and happiest self. My path is now dedicated to helping those who wish to do the same. I invite you to join me on the path and I hope to see you there in peace!

Content Specialist

PRIVATE - Rochester, NY

September 2012 to Present

- Content Production from 500-10,000 words 2-3 times daily with weekly pay
- Completely remote superior communication and company training
- Remote inter-office communications and monthly content creation meetings
- Calendar and deadline organization
- Publishing and editing with a team
- Formatting graphics alongside content creation to achieve sales goal targets using formatting as a tool
- Team collaboration and creative briefing on a weekly and monthly basis
- Training and integration responsibilities

- New software and platform trainings over multiple years (very adaptable to new platforms and training)

Assistant Director

Youth Advocate Programs, Inc. - Elmira, NY

March 2018 to October 2021

Specific Tasks Include but not limited to:

1. Responsible for all services provided to clients and their families who are referred to the program. Ensure that all clients receive the appropriate number of hours, contacts, services, specified monies and activities as required by contract with the referring authority or the third-party payor. Ensure that all services have been authorized or reauthorized by the referring authority or third-party payor.
2. Oversee the intake process including interviewing referrals and appropriate family members. In conjunction with the client and family ensure that a service or treatment plan that meets the individual needs of the client and family is developed and implemented. Such plans must be strength-based using the wraparound plan model.
3. Monitor service delivery provided by staff and ensure that staff implements the goals in the service or treatment plans, as well as make any revisions to the plan that result from changing needs or case reviews.
4. Identify, recruit, hire, train, monitor and supervise all direct service professional and administrative staff in the local program, following the YAP, Inc. personnel policies and procedures, including the matching zip code policy for recruiting direct service staff. Ensure that staff qualifications meet those imposed by the referring authority or third party payor.
5. Provide direct service professional personnel with staff development and training sessions as required by YAP, Inc. policies. Promote staff development including the provision of cross-training among staff.
6. Conduct staff meetings and training sessions for program personnel. Attend staff meeting and trainings as assigned by Regional Director and Vice President.
7. Assist staff in creative problem solving, including securing needed professional resources for clients and their families. Ensure that activities for clients and their families involve education, employment, social and other areas of need. Develop plans for discharge which include community linkages that will support the client and family after termination of service.
8. Ensure that all required time lines and due dates are met. This includes submission of all administrative, fiscal and billing documents and data base information to The Support Center for processing and all reports and documents that are required to be submitted by referring authorities and third-party payors.
9. Manage the local program within budget parameters.
10. Identify new opportunities and new projects to assists in the growth and development of YAP, Inc. programs and services.

Scheduler and payroll

All metro healthcare - Corning, NY

October 2018 to January 2019

- Scheduling 200+ employees with private disabled residents for personal care and community rehabilitation.
- Payroll for all employees and correspondence with corporate offices.
- Scheduling part time nurses for elderly and disabled patients
- Healthcare coordination
- Cna training classes
- HR and Health Department regulation compliance
- On call duties 2 times monthly for 48-72 hours via phone and email

- Scheduling software and employee software training and maintenance

Administrative Assistant

Victor Chevrolet - Rochester, NY

October 2016 to March 2017

Office assistant and kiss on between sales floor, marketing, and back office. Answered main line.

Disability Support Worker

Catholic Charities - Rochester, NY

April 2016 to November 2016

One on one care with disabled persons to accomplish day to day tasks and independence. Through community outreach and working on personal skills, we achieved better communication and functionality in a private and independent setting.

Restaurant Manager

The Beale Street Grille - Rochester, NY

October 2015 to October 2016

Substituted and trained all parts of business including cook, bar, serving, hosting, custodial, to go orders, delivery, stocking, etc. Event management for private stage.

Administrative Assistant

Effortlessly Healthy - Rochester, NY

February 2016 to May 2016

Planning, developing, preparing, and delivering personalized Paleo meals and day to day health food store management

Front Desk/ Concierge

Disney - Orlando, FL

January 2015 to June 2015

Job Duties Included:

- database training
- phone skills
- back office communication
- advanced technology training
- guest relations training
- cash handling
- credit card folio management
- guest service
- ethics trainings
- company standards training/ development
- large group check ins
- housekeeping relations
- guest interaction

Resident Assistant

Monroe Community College - Rochester, NY

August 2013 to January 2015

- responsible for the safety and observation of 60+ college housing residents

- sitting office duty for 5 to 3-5 hours twice to three times a week for resident convenience and problem resolution
- weekly residential cleanliness and housing violations checks
- one on one mediation with residents concerning school or personal issues
- monitoring of personal safety and educational success of residents
- programming within the residence halls to promote safety and community environment
- safety reporting for conduct violations
- rapport with public safety/ campus security
- sexual harassment training and reporting

Night Desk Attendant

Monroe Community College - Rochester, NY

August 2014 to December 2014

Job Duties Included:

- sitting at a desk for 6 hours to monitor resident entrance and exit
- radio monitoring and use to main office
- bag checking
- signing in and out residents and their guests
- checking identification
- guest monitoring and reporting

Administrative Assistants Aid

Monroe Community College - Rochester, NY

January 2013 to October 2013

Office duties included

- filing
- database work
- answering phones
- meeting planning
- presentation preparation
- webinar training
- seminar development
- committee commitment
- meeting scheduling
- conference attendance and set up • conduct hearing involvement
- confidentiality training
- sexual harassment training
- video compilation
- graduation ceremony planning
- menu planning
- travel planning
- interoffice and outer office postal management
- time-keeping

Teachers Aid

Care A Lot Childcare - Rochester, NY

June 2012 to August 2012

Job Duties Included:

- caring for 18+ children from ages 6 weeks to 1 year and 5 years to 12 years daily
- meal planning
- behavior monitoring and reporting
- specialized care planning for students with disabilities
- parent communication
- mandated reporter training
- curriculum management/ planning
- field trip planning, management, and involvement
- feeding, changing, and sleep monitoring for infants
- reading level monitoring and encouragement for school aged children
- homework tutoring

Education

Certificate in Phlebotomy

Boces - BOCES 2 CWD

May 2018 to August 2018

Associates in Humanities and Social Sciences

Monroe Community College - Rochester, NY

2012 to 2015

High School Diploma in Advanced Designation

Spencerport High School - Spencerport, NY

2009 to 2012

Skills

- Office Administration (4 years)
- Internet Research (5 years)
- Medical Billing (1 year)
- Typing (5 years)
- Phones (5 years)
- Filing (5 years)
- Sales (3 years)
- Customer Service (5 years)
- Inventory Management (1 year)
- Management
- Leadership Development
- Leadership Training
- Administrative Support
- Database Management
- Internet Marketing
- Sales

- Technical Support
- Website Design
- Web Development
- Conflict Resolution
- Patient Care (1 year)
- Patient Scheduling (1 year)
- Culinary Experience
- Guest Relations Experience
- Babysitting
- Events Management
- Menu Planning
- Kitchen Management Experience
- Restaurant Management
- Human resources
- Project coordination
- Phlebotomy
- Laboratory experience
- Analysis skills
- Event planning
- Customer support
- Social work
- Restaurant experience
- Computer skills
- Microsoft Office
- Cooking
- Supervising experience
- Teaching
- Yoga
- Program Management
- Nannying
- Presentation Skills
- Experience Administering Injections
- Office Management
- Guest Services
- Organizational Skills
- Microsoft Word
- Front Desk
- Food Preparation
- Communication Skills
- Microsoft Excel

- Cleaning
- Project Management
- Quality Assurance
- Medical Records
- Personal Assistant Experience
- Accupressure (Less than 1 year)
- Yoga (10+ years)
- Curriculum development (5 years)
- Training & development (5 years)
- Curriculum development (5 years)
- Classroom management (5 years)
- Presentation skills (10+ years)
- Social media management
- WordPress
- Recruiting
- SEO tools (10+ years)
- Content Creation
- Google Analytics
- Digital Marketing
- Blogging
- Analytics
- Content Development
- Email Marketing

Links

<https://stone-and-breath.square.site/>

<https://www.etsy.com/shop/StoneAndBreath>

Certifications and Licenses

Leadership Education Administration Development

June 2015 to Present

A 15 week course that teaches students how to use leadership skills in management positions in a career placement. Throughout the time of the course you learn the best management methods for today's competitive job market as well as multiple software programs and computer experience. You also have training on presentations and seminar development and presentation skills for your best career success. By learning the hardships and difficulties of today's career market, it allows students to enter their career and lead both their co-workers and themselves to rise to the best leader that they can be in their work environment.

NHA Certified Phlebotomy Technician

August 2018 to August 2020

National Health Association certification to practice phlebotomy nationally in all 50 States

First Aid Certification

CPR Certification

Yoga Instructor

January 2015 to Present

Experienced and passionate Yoga Instructor with over five years of teaching experience and advanced training in a multitude of settings. Committed to providing extensive instruction and counseling to my clients, while motivating them to find true inner peace and their healthiest self. Adept in creating powerful teaching plans that aim to support and benefit each and every student. Bringing forth a love and respect for the art of yoga, and all that it encompasses. Experience customizing plans with aromatherapy, crystal healing, reiki healing, and dietary planning.

- Guided thoughtful and intuitively planned classes with the goal of having Clients feel refreshed and renewed.
- Encouraged clients while remaining sensitive to their individual needs and goals always.
- Worked individually with students to nurture their motivation and enhance their personal connection to the body-mind balance.
- Create an environment where students felt supported, encouraged, and safe.

Professional Life Coach (Continuing Professional Development Standards Agency (Provider No: 50134))

January 2022 to Present

Life coaches are responsible for guiding people that are confused about what to do with their lives; they support the goal-setting, personality growth, and behavior modification of their clients.

This includes helping people to achieve their goals by suggesting different actions necessary to take control of future plans.

Life Coaches may work at hospitals, schools, companies, private institutes, and government agencies.

- Gauging clients' requirements and how coaching might best address these.
- Delineating clients' goals through ongoing discussions thereof.
- Identifying internal and contextual roadblocks, and then devising plans to ameliorate these.
- Teaching useful emotional and behavioral regulation techniques.
- Collaborating with clients to develop action plans that center on the actualization of their stated ambitions.
- Evaluating clients' advancement toward goal actualization.
- Encouraging continued and sustainable progress.
- Facilitates a client's self-awareness so they know the power for change is within them
- Builds strong relationships
- Creates a trusting partnership
- Motivates others
- Listens actively
- Resists the urge to solve or fix a client's problems themselves
- Stays present in sessions, focuses on the client, and remains mindful of what is happening in each moment of a coaching session

Certified Acupressure Therapist & Consultant (CTAA (Complementary Therapists Accredited Association))

March 2022 to Present

Acupressurist:

- Examines clients with pain, stress, or tension, determines acupressure techniques required to relieve problems, and demonstrates techniques to clients, according to the knowledge of acupressure methods and techniques.
- Directs client to lie on couch and positions client's arms and legs in a relaxed position to facilitate examination and demonstration techniques.
- Questions clients, examine client's muscular system visually, and feels tissue around muscles, nerves, and blood vessels to locate knots and other blockages which indicate excessive accumulations of blood, fluids, and other substances in tissue.
- Determines cause of accumulations and acupressure techniques needed to increase circulation, according to the knowledge of Asian acupuncture and pressure points and Western medical trigger points, bodywork techniques, for example, Jin Shin, Do-In, Shiatsu, Swedish, and Esalen, and experience.
- Feels tissue around muscles, nerves, and blood vessels to locate points and applies specified pressure at specified pressure points or muscles, using thumbs, fingers, palms, or elbows, to redirect accumulated body fluids into normal channels, according to acupressure knowledge, techniques, and experience.
- Discusses findings with the client and explains diet and methods to prevent recurrence of the problem. May also be known according to a specific method or combination of methods used, for example, Gia Ahp, Jin Shin, Do-In, or Shiatsu.

Assessments

Work style: Conscientiousness — Highly Proficient

February 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Highly Proficient](#)

Work style: Reliability — Proficient

October 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Recruiting — Proficient

October 2021

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Work style: Reliability — Proficient

October 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Cleaner fit — Expert

January 2022

Measures the traits that are important for successful cleaners

Full results: [Expert](#)

Administrative assistant/receptionist — Highly Proficient

January 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Customer service — Familiar

November 2021

Identifying and resolving common customer issues

Full results: [Familiar](#)

Advanced attention to detail — Completed

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

Customer focus & orientation — Highly Proficient

January 2022

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Senior administrative assistant/receptionist — Completed

October 2021

Using advanced scheduling and organizational skills in an office setting

Full results: [Completed](#)

Teamwork: Interpersonal skills — Highly Proficient

January 2022

Responding to challenging team situations at work

Full results: [Highly Proficient](#)

Management & leadership skills: Planning & execution — Proficient

January 2022

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Filing & organization — Highly Proficient

January 2022

Arranging and managing information or materials using a set of rules

Full results: [Highly Proficient](#)

Social media — Proficient

January 2022

Knowledge of popular social media platforms, features, and functions
Full results: [Proficient](#)

Typing — Proficient

March 2022

Transcribing text
Full results: [Proficient](#)

Written communication — Proficient

March 2022

Best practices for writing, including grammar, style, clarity, and brevity
Full results: [Proficient](#)

Personal trainer fit — Proficient

March 2022

Measures the traits that are important for successful personal trainers
Full results: [Proficient](#)

Verbal communication — Proficient

March 2022

Speaking clearly, correctly, and concisely
Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Proficient

March 2022

Motivating others to achieve objectives and identifying improvements or corrective actions
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

Executive Director of Traditional Events (Campus Activities Board)

August 2014 to January 2015

Campus activities board was a on Monroe Community College campus that organized events for students during downtime and near Vacations or celebrations for the college. It allowed the students to combine community events and create their own events to add to the positive experience of the college atmosphere. Being the executive director of traditional events I planned most of the larger events including breakfast with Santa and the awards ceremony for the school.

Additional Information

Skills

- time management
- new technology training

- computer skills
- counseling trained
- superior guest service
- community involvement
- continuing education
- sexual harassment trained
- well rounded