

Andrew Myles

St. Louis, MO 63121

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314-708-3306

Authorized to work in the US for any employer

Work Experience

Community Living Supervisor

Easterseals Midwest - St. Louis, MO

May 2022 to Present

- Overseeing day-to-day activities and planning supervision of staff.
- Preparing schedules and correcting time with ADP.
- Interview and hire and provide assistance with onboarding.
- Providing training, coaching, Feedback, and performance evaluations for team members.
- Assisting clients with mentoring and support within an assigned home. This includes bathing, hygiene, cooking, cleaning, laundry, transportation, etc.
- Provides positive reinforcement with productive intervention as outlined by individual case plans.
- Provides assistance in modeling behaviors and education both at home and in the community.
- Coordinate medical care and assistance in accordance with individual appointments, and administer medication in accordance with physician orders and RN delegations.
- Oversees and provides documentation for supported clients and ensures compliance with organizational funder and accreditation requirements.
- Oversees personal spending accounts to ensure accurate records and proper procedures are followed.
- Attends Individual support plans and provides input as needed.
- Trained in Mandt and advanced Mandt.
- Train in CPR and First AID.

COVID-19 & HR CRC Agent

Amazon - St. Louis, MO

October 2021 to March 2022

1. Processes payroll and works with employees for benefits and payroll issues or concerns.
2. Improves manager and employee performance by identifying and investigating employee relations issues, conducting investigations, evaluating and implementing appropriate solutions, coaching and counseling managers and employees.
3. Ensures compliance with federal, state, and local requirements with labor and other HR law by reviewing existing and new legislation and advising management on needed actions.
4. Provides management with requested reports and documents.
5. Collaborates with managers to understand departmental staffing goals. Ensures job requirements and expectations are clearly understood so that candidates are assessed against appropriate criteria.
6. Work with systems such as Dali, Cem, and Panorama.
7. Work with ADP to handle HR and payments processing with employee's
8. Handle ticketing for issues concerning time off.
9. Work with multiple systems simultaneously providing a coercive work experience.

Case Specialist

Deltek, Inc. - St. Louis, MO

May 2021 to October 2021

- Organizing information for Easier Processing.
- Specialists will leverage analytical skills to conduct the first line of review for NYS ERAP applications, ensuring methodology follows program outlined guidelines and requirements.
- Maintain working knowledge of NYS ERAP application processing criteria and adhere to outlined policies and procedures.
- Ensure all work is done in conformance with program guidelines and rules to ensure the highest level of accuracy in all calculations, reviews/analyses, and determinations; conform with all quality assurance and quality control requirements.
- Engage in specified NYS ERAP project activities, as appropriate to the position. • Maintain daily and direct communication with the Case Supervisor. Immediately notify Supervisor upon recognition of any quality issues, errors, mistakes, processing challenges, and applicant complaints.
- Work professionally and with due diligence and be expeditious to meet quality and production requirements.
- Participate in virtual daily team huddles with Case Supervisors to push relevant updates as it relates to ERAP.
- Leverage tools and technologies as designed under the program guidelines. • May represent the organization to state agencies, funding agencies, national organizations, and/or the general public; may represent the principal executive at various community and/or business meetings, as assigned.
- Maintain the highest standard of customer service including but not limited to professionalism, courtesy, patience, and respect.
- Type 35 to 45 WPM

CSR - Customer Service Representative

S&P Data - St. Louis, MO

January 2021 to April 2021

- The Core Fundamentals are KYX PPP Loans.
- Type 35 to 45 WPM
- Inbound and Outbound Calls
- Collecting Data From Consumers
- Deals with Personal Information
- Confidentiality
- Worked with Several Departments in the Company
- Settle Tickets and Disputes
- Take Notes and relay notes to Supervisor or Team Leads (TL).
- Assist Consumers with Obtaining Information.
- Inform Consumer on Changes Made to their Account.
- Detailed Orient when Handling data

Behavioral Health Assistant

Gibson Recovery Center - Cape Girardeau, MO

February 2020 to April 2020

- Responsibilities include supervision of residents, documentation, group facilitation, and assigned program activities.
- The other part of the notes taken consisted of evaluating the client's days and recording them for the next shift.

- Requires data entry.
- Time management skills

Staff Writer/Reporter

Arrow Newspaper - Cape Girardeau, MO
August 2016 to May 2019

- Read and analyze different credible sources
- Interview sources
- Observe events
- Review all the data
- Follow up with sources for accuracy
- Use writing programs with the ability to copy and paste your article.
- The ability to email an attachment or download the attachment to view the documents.
- The knowledge to search the web for credible sources in an effective manner.
- The knowledge to create an SEO-friendly headline and content to attract readers.
- Webcam use
- The ability to shoot quality photographs and record videos with clear sound is a must for a multimedia journalist. Go beyond the basic knowledge of learning how to take photos and videos, by learning how to edit and publish your video content.
- The ability to interview and gather credible data through audio and save, edit and analyze the audio clip.
- Script writing for audio and Video and sound bites and voice overs.

Education

Master's in Business Administration

AIU Online - Remote
June 2020 to February 2022

Bachelor's Degree in Mass Communications

Southeast Missouri State University - Southeast, Missouri, US
2015 to 2019

High school diploma or GED

Associate's degree

Skills

- Strong leadership capabilities with capacity to reach established company goals
- Comfortable in operating a cash register and processing payments
- Excellent communication skills
- Willing to follow instruction without complaint
- Ability to work with a variety of customers developed by years of on-the-job customer service experience
- Work well within a team but also independently with little to no supervision
- Video Editing

- Typing 35 to 45 wpm (2 years)
- Premiere pro Adobe
- Adobe Audition
- English
- Customer service
- Supervising experience
- Windows
- Behavioral Health
- Photography
- Social Work
- Video Production
- Front desk
- Cleaning
- Recruiting
- Microsoft Excel
- Microsoft Word
- Microsoft Powerpoint
- Typing
- Microsoft Office
- Microsoft Outlook
- Business development
- Telemarketing
- HR sourcing
- Documentation review
- Customer support
- Writing skills
- Addiction counseling
- Data entry
- Developmental disabilities experience
- Data collection
- Journalism
- Copywriting
- Fact checking

Certifications and Licenses

CPR Certification