

Laura E. Long

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EDUCATION

- Bachelor of Arts - June 2017 - The Evergreen State College
- Associate of Arts – March 2015 - Olympic College

SKILLS & ABILITIES

- Excellent writing skills.
- Proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Significant experience in interpersonal communication within diverse populations.
- Experience training and leading workshops for groups of up to 50 individuals.

EMPLOYMENT

Training Specialist | Exceptional Foresters Inc. | June 2022 – Present

- Managing training materials for non-profit entity providing Residential Setting support stipulated by WAC section 388-829.
- Reading and interpreting Washington Administrative Code and Department of Social and Health Services Policies in an administrative role to ensure company compliance in training and personnel credentials.
- Developing, implementing, and maintaining Training Management Systems to track employee retention and fulfillment of training obligations outlined in WAC 388-112 and 388-829.
- Creating and implementing curriculum in compliance with above mentioned WAC for employee continuing education.
- Creating and maintaining databases of available training resources for personnel.

Direct Support Professional – Team Lead | Exceptional Foresters Inc. | December 2020 – June 2022

- Creating and maintaining documentation and records in compliance with DSHS/DDA WACs.
- Creating and maintaining client documentation and records in compliance with WACs 5.08, 5.21, and 6.19.
- Organizing and communicating day-to-day activities as per client preferences to a team of 14+ Support Professionals.
- Maintaining safety and compliance in home environment up to code per WAC 14.01 and 14.03.

Direct Support Professional | Exceptional Foresters Inc. | January 2020 – Present

- Providing support in all aspects of life for adult individuals with developmental disabilities.
- Following client support plans to assist realization of goals and assistance with behavioral modification.
- Completing continuing education and requirements for DSHS compliance and credential registration.

Barista | Wake up Espresso | July 2017 – December 2017

- Responsible for accurate cash handling, positive customer interactions, and food service.

New Student Mentor | The Evergreen State College | June 2016 – June 2017

- Providing personal and academic support for new students.
- Designed and maintained confidential record files to compile data on student satisfaction and retention.
- Formal training in serving diverse populations and deescalating hostile situations.

Customer Service Representative | Fancy Image Yarn | Feb 2014 - July 2015

- Responsible for customer experience satisfaction, teaching fine arts skills, recommending appropriate products, and managing transactions. Participated in continuing education to maintain and improve skills relevant to this position.

Registered Nursing Assistant | Home Care Solutions | Feb 2009 - July 2012

- Home and hospice health care. Provided medical and daily living activity care as part of a healthcare team. Completed concise and accurate medical charting. Significant experience communicating with and serving vulnerable individuals in a home setting.