

# RACHEL D. HIGHSMITH

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## EDUCATION & CERTIFICATIONS

- B.S. Biology minor Gerontology, Winston-Salem State University, Winston-Salem, NC in progress
- CITI Certification, Spring 2018
- Emerging Leaders Certification by the BB&T Leadership Institute, April 2017
- Certified Medication Technician, DHSR, Raleigh, NC, 2013
- Assisted Living Administrator Certification, NCALA/DHSR, Raleigh, NC, 2013
- B.S. Business Administration, Gardner-Webb University, Boiling Springs, NC, 2012
- Certified Nursing Assistant, Forsyth County Career Center, Winston-Salem, NC, 2009

## WORK EXPERIENCE

*Lutheran Services Carolinas (Trinity Elms Assisted Living), Clemmons, NC*

### **2013-Present Supervisor in Charge/Medication Technician**

- Manage over ninety residents and staff by identifying problems, recommending solutions, critical thinking with the ability to work through challenges
- Manage associates schedules, monitor attendance, and fully address issues
- Ensure compliance with local, state, and federal regulations
- Lead, coach, and inspire a team primarily focused on resident care
- Earn continuing education units monthly to keep certifications current

### **2012-2013 Administrator in Training**

- Explored the assisted living by observing, training, and working in each department
- Observed all federal, state, and local employment laws and regulations
- Assisted in finding practical solutions for residential concerns

### **2009-2013 Certified Nursing Assistant**

- Trained specifically for the dementia population in the memory enrichment center
- Provided basic and personal care to residents as well as education to family members
- Encouraged and assisted residents to demonstrate self-care management skills

*Variety Wholesalers (Roses), Winston-Salem, NC*

### **2005-2009 Customer Service Associate**

- Maintained detail records of all communications, experienced with multi-line phone system
- Acted appropriately to maximize sales and minimize asset loss
- Managed customer complaints discretely and quickly to uphold the company's image, reputation, and high standard of services
- Named "Employee of the Month" for excellence in customer service
- Handled customer inquiries via telephone and in person, served diverse customers

## **VOLUNTEER EXPERIENCE**

*The Danby House, Winston-Salem, NC*

*2018-Present* **Assistant Activities Coordinator**

- Assist with activities in memory care
- Organize and plan schedule for upcoming activities
- Create life story booklet of residents
- Interview residents for life story booklet

*Piedmont Plus Senior Games & Silver Arts*

*Spring 2017* **Student Volunteer**

- Prepared and set up for senior activities
- Judged and evaluated performances for category winners
- Ensured senior safety at the various sites

*Mount Zion Adult Day Center, Winston-Salem, NC*

*Spring 2017* **Assistant Activity Coordinator**

- Assisted with creating and implementing engaging activities
- Encouraged seniors to participate in outings
- Lead trivia games, devotion, and sittercise activities

*Ronald McDonald House, WFBMC, Winston-Salem, NC*

*2016-2017* **Family Room Volunteer**

- Volunteered in the family room for families of hospitalized children
- Provided a clean, relaxed environment for families under stress
- Ensured cabinets were stocked with food, and reordered more when necessary

## **HONOR SOCIETIES**

- Beta Beta Beta Biological Honor Society, Spring 2018
- Sigma Phi Omega Gerontology Honor Society, Spring 2017
- Alpha Sigma Lambda Honor Society, Spring 2017
- Simon Green Atkins Scholar Society, Spring 2017