LaToya Morgan Washington
41st SIG BN, HHD
Unit #15258
APO, Armed Forces Overseas 23831
Korea, Republic of
Home: (410) - 202-8113
Work: 010 - (5662) - 8692

WORK EXPERIENCE:
Employment History:

January 2009 to Present  Yongsan Child Development Center

Provide guidance in conducting daily activities with children, room arrangements
and enhancements, guidance techniques, interaction with children, meal service and
to ensure they provide appropriate developmental care and instruction for children
in assigned area of responsibility in a child development program. Ensures that care
is provided to children in their charge and provides for their safety and sanitation,
performs daily health checks and attends to their physical needs. Helps create games
and play materials (i.e., mixing paint, play dough, and assembling props for dramatic
plays, activities, etc, and assists with developing a list of needed supplies and
needed equipment for submission to the supervisor. Receives children from parents.
Notes special instructions which parents may provide. Maintains count of children
in their charge and returns them to parent. Uses approved child guidance and care
giving techniques that support overall program objectives which are depicted in training
material.

May 2007 to April 2008  Baltimore Washington Medical Center/ED Registrar
Duties and responsibilities were to perform all functions as they relate to registration
of emergency limited to demographics, insurance, etc. are gathered and communicated
to the necessary staff or department. Collect Insurance co pays. Provide Superior
customer service to each patient.

March 2006 to April 2007 Little Blessings Childcare Center/Child Development Center
Owner
Provided child development and educational needs for children on a daily basis. Managed
business operations such an activities and customer relations. Money management as
well as receipt and bookkeeping were also a part of normal performances. Other responsibilities
included company advertisement and business publication.

April 2005 to March 2006  Wachovia/BB&T/Bank Teller
Duties and responsibilities were to provide superior customer service through listening
to customers, anticipating their needs, and recommending financial services. In performing
these duties required sales goals were set and obtained on a weekly basis. Open new
accounts, take loan applications, and referring customers to specialized bankers.

Unpaid Experience:

December 2007 to February 2008- Micros  Fidelios
Answer incoming customer calls in a timely manner and/or takes assignment of cases
from others. Resolve customer software issues using available resources. Support
Implementation personnel with technical questions. Escalate unresolved cases as necessary.
Dispatch unresolved cases appropriately as needed. Document all work as instructed.
Use discretion and judgement to ensure customer satisfaction and utilization of time.
Other duties may be assigned also.

EDUCATION:
January 2005 to May 2008 Anne Arundel Community College Arnold, MD
Attending AACC in the Nursing Degree Program, which on completion will be advancing
on to the Master Degree in Nursing.

August 2000 to May 2004  Highland Springs High School, Highland Springs, VA
Obtain a Diploma covering the general educational studies as provided by the Virginia
Board of Education.

ADDITIONAL INFORMATION:
Skills:
Strong interpersonal skills, needs assessment skills, prompt, team player, shows
initiative, ability to learn quickly, utilize a calculator or adding machine, ability
to use multi-line phones(switchboard), ability to answer telephones and direct calls
accordingly, superior verbal and written communication skills, send and receive faxes,
ability to use a copier, basic knowledge of medical terminology. Technical skills
include typing 35-40 wpm. Intermediate skills in Microsoft Word, Excel, and additionally
similar programs, Knowledgeable in web research via Internet Explorer.