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.