**Shanavia Rivers**

305 Hangbok Villa

TaeJeon-Dong,Buk-Gu

Deagu, South Korea

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**Objective:** To obtain a position in a public or private sector, while utilizing and expanding my analytical and planning skills, combined with the ability to coordinate the efforts of many to meet organizational goals. An enthusiastic educator with a commitment to student development and the learning experience. Skilled to design challenging and innovative activities that address the diverse interests and needs of students.

**Education**

**Albany State University**

Bachelor of Science- May 2008

Major Criminal Justice

3.3 GPA

**Experience**

**E Bouyoung Talking Club**

ESL Instructor

2009-present

1. Instructor of Conversational based program of all ages
2. Prepare and implement lesson plans weekly.
3. Perform and complete evaluations for students-listening, speaking, and comprehension.

**E. Benjamin Oliver Elementary School**

**St. Thomas Virgin Islands**

ESL Instructor

2007-2008

1. Assisted certified teacher in increasing reading, conversation, grammar, and comprehension levels in the area of English.
2. Motivate students to take charge of their own learning abilities and implement that into the English language.
3. Completed various lesson plans that proved to effective for peer studies.

**Sears Service Center/ Teleservice**

Parts Sales Representative

2006-2007

1. Developed a positive and trustworthy relationship with customers while placing confidential credit card and checking account billing orders.
2. Established positive customer relationship in the customer care department.
3. Devised a technique for introducing the sales concept and the product to customers.
4. Executed an introductory call script that is standard for the department.
5. Investigated and tracked service orders and technician orders.
6. Finished in top sales in both basic and bonus sales training classes.
7. Achieved 35% growth in assigned OTC sales.

**Metarie Healthcare**

Certified Nursing Assistant

2004-2006

1. Coordinated services for 20 to 30 residents in different age ranges with different health issues.
2. Supervised daily living activities.
3. Monitored prized possessions and resident belongings.
4. Interacted with residents before and after hospitalization.
5. Reported vitals and changes in patients’ medical conditions multiple times during shift.
6. Served as primary consistent caregiver in rehabilitative and hospice instances

**Relevant Experience/Internships**

**U.S. Virgin Islands Legislature**

**Former Senator Adlah Donastorg**

Constituent Services Representative

05/99-08/99

05/01-08/01

1. Assist with constituent casework requests
2. Processed incoming mail, answered phone calls, and welcomed visitors to the office
3. Assist with event scheduling and updates
4. Prepared outreach materials to be displayed at local meetings, community centers and public speaking engagements

**Skills**

Professional

1. Excellent customer service skills developed in a variety of settings.
2. Ability to communicate over the phone and in person.
3. Strong research skills developed through work experience and coursework
4. Proven ability to learn and develop work ethics.
5. Productive and efficient work habits without supervision.
6. Ability to keep patient personal and financial information confidential.
7. Self-motivator with high energy.
8. Open- minded and subject to change for specific departmental growth.

Computer

1. Microsoft Word, PowerPoint, Excel, Publisher, Photoshop

**References**

Available Upon Request