



# KAYLA GONZALEZ

## Profile

Qualified Client Services Specialist. Documented strengths in interpersonal skills and emphatic understanding. Organized and efficient at data entry clerk position as well, and adept at quickly learning new computer procedures and methods. Upbeat and energetic with professionalism in handling difficult situations through resourcefulness and adaptability.

## EXPERIENCE

### REMOTE CLIENT SERVICES SPECIALIST

DHHSC (Deaf and Hard of Hearing Services Center)

**May 2021 - Current**

- Provided Advocacy Services & explaining clients' rights by ADA law. Provided educational workshops to agencies and schools.
- Reports client services statistics each quarter for the California Department of Social Services quarterly reports.
- Provided counseling for personal and professional issues & provide support for the clients through different types of video conferences that best fit the clients' needs.
- Creates and maintains records & provides intake for all new clients.

### DOG WALKER

Rochester Dog Walkers

**January 2020 - March 2020**

- Maintained and updated daily log of time spent with dogs that included walking and petting for calculating payments, itemizing activities and services provided under my supervisor who set schedules for each dogs I am assigned to.
- Performed pet intake to gain information concerning health, behaviors, and other details to provide complete records and methods of owner contact.

### CLIENT SERVICES SPECIALIST

DHHSC (Deaf and Hard of Hearing Services Center)

**April 2019 - December 2019**

- Provided Advocacy Services & explaining clients' rights by ADA law. Provided educational workshops to agencies and schools.



## EDUCATION

### HIGH SCHOOL DIPLOMA

Granada Hills Charter High School

**2003 - 2007**

### ASSOCIATE'S DEGREE IN LIBERAL STUDIES

Los Angeles Pierce College

**2008 - 2012**

### BACHELOR'S DEGREE IN CRIMINAL JUSTICE (DEGREE EXPECTED MAY 2023)

Rochester Institute of Technology

**2021 - CURRENT**

## SKILLS

- Computer Literacy
- Organizational know-how
- Adaptability
- Multitasking
- Collaboration & Documentation
- Excellent interpersonal skills
- Willingness to Learn
- Fluent in American Sign Language



# KAYLA GONZALEZ

## EXPERIENCE

- Represents DHHSC at events such as working booths and networking in person.
- Provides accompaniment to doctors' appointments as needed so the client can understand the doctor and ask questions; provides case management.
- Reports client services statistics each quarter for the California Department of Social Services quarterly reports.
- Creates and maintains records & provides intake for all new clients.

### PET SITTER

Rover Company

**August 2017 - December 2020**

- Managed and ensured pet safety and wellness in owners' absence.
- I take the dogs out for their daily walks in their neighborhood or at the parks.
- Followed all pet care instructions, including dietary needs and medication regimens.
- Provided top-notch customer service to every customer and exceptional care to all animals.
- I provided daycare in my home for some clients who goes away on vacation.

### KENNEL WORKER

Riverside Pet Kennel Resort

**June 2016 - February 2017**

- Monitored and maintained food and water of boarded animals according to animal dietary health guidelines and medications instructions
- Ensured sanitary conditions for animals by cleaning living spaces and cages according to Texas' health code guidelines
- Maintained and updated daily log of time spent with dogs for calculating payments, itemizing activities and services provided
- Performed pet intake to gain necessary information concerning health, behaviors, potential allergies and other details to provide complete records and methods of owner contact.