

Vanesa Jaden S. Estrada

Lynnwood, WA | vanesajaden1206@gmail.com | 206-673-6041

SKILLS & ABILITIES

- Over 6 years of retail experience as an Associate and as a Brand Lead
- Worked closely with management to provide support to staff and patients to provide relevant mental health skills
- Dependable, responsible, and good at communication skills
- Fluent in both English and Tagalog language

EDUCATION

Western Washington University

Bellingham, WA

Bachelor of Science in Psychology | Minor in Sociology | GPA: 3.0

September 2019 - June 2023

- **Relevant Coursework:** Lifespan Development Psych, Race and Ethnic Relations, Social Psychology, Behavioral Neuroscience, Cognition, Self Emotions and Society, Interventions in Adult Mental Health, Psych of Relationships, and Mass Media

Mountlake Terrace High School

Mountlake Terrace, WA

STEM (Science, Technology, Engineering, and Math) program

September 2015- June 2019

- **Relevant Coursework:** Biotechnology, Psychology, Journalism, Biology, and Photography

WORK EXPERIENCE

Seattle Children's Hospital

Seattle, WA

Mental Health Specialist

August 2023 - Current

- Providing age-appropriate coaching and supervision to patients and families while hospitalized on the Psychiatry and Behavioral Medicine Unit
- Working directly with Nursing Leaders to help patients deal with stressful and quick changing environment
- Initiating interventions that promote a healthy and safe environment for patients, families, and staff
- Responsible for creating a set of routines that coordinate with other nurses and other staff to develop focus to give more opportunities to patients

Hollister Co.

Marysville, WA

Brand Representative Lead

September 2021 - July 2023

- Providing excellent customer service by anticipating and responding to customers needs.
- Engaging customers in a genuine way to drive sales and provide an exciting, fast, and easy store experience
- Collaborating with leadership to oversee the preparation of the organization of the store and staff
- Learned leadership skills in order to improve the overall impact of the store and company

Old Navy, Gap Inc.

Lynnwood, WA

Sales Associate Representative

August 2017 - August 2019

- Provided excellent customer service
- Offered information to the customer on current merchandise assortment, store promotions, events, and execute operational processes effectively and efficiently
- Handled interactions between staff and customers courteously and professionally

University of Washington Medical Center

Seattle, WA

Volunteer, North Seattle Pediatrics

April 2018 - June 2018

- Managed the resolution of 20-30 requests from, employees and patients
- Helped manage patient records and provided administrative support in medical offices
- Help organize activities for patients

LEADERSHIP EXPERIENCE & ACTIVITIES

Asian Student Union

Mountlake Terrace, WA

Vice President

September 2018 - June 2019

- Responsible for introducing Asian cultures to other students of all other ethnic backgrounds
- Raised awareness to address awareness about the diversity of Asian culture in the community

Student Council

Mountlake Terrace, WA

Treasurer & Counselor

September 2017 - June 2019

- Creating and maintaining the annual budget of the class
- Working to generate a schedule with other school officers to generate and collect funds
- Ensuring all student income and expenditure were up to date

INTERESTS & CERTIFICATIONS

Certifications

- Agency Affiliated Counselor
- Nursing Assistant License
- Basic Life Support License
- Safety Care Certification (internal training)

Interests: Sports (Baseball, Volleyball, and Football), Cooking, Traveling, Music, and Reading