

# Destiny Cruz

Lawrence, MA 01840

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## Professional Summary

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I'm Destiny ! A passionate , self motivated and a very hard-working woman! Ready to join your business and help you and I succeed even further! My Communication skills & critical thinking help me stay focused and motivate me to do any task to the best of my ability. My diverse background makes me extremely adaptable to any situation. I work well under pressure with of course sticking to all guidelines!

## Work Experience

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### **Paraprofessional**

METHUEN PUBLIC SCHOOLS-Methuen, MA

March 2025 to June 2025

- Support certified teachers in classroom instruction and student supervision
- Provide one-on-one or small group academic support
- Help manage classroom behavior and enforce rules
- Supervise students during lunch, recess, and transitions
- Assist students with special needs in accordance with IEPs
- Provide a loving and supportive environment for students

### **Cosmetology Student**

Lowell hair academy-Lowell, MA

August 2023 to August 2024

### **ABA Therapist**

Autism Learning Partners-Lawrence, MA

November 2023 to December 2023

- As a ABA therapist, I worked with patients who had autism by using the behavioral principles and techniques which are(tracking progress, motivating patients, rewarding desirable behaviors) in order to get the next with our patients !

### **Plant Technician**

Procter & Gamble-Andover-MA

January 2021 to August 2023

1. Assist as part of a team in the implementation of quality
2. Trouble shoot electrical/mechanical equipment
3. Ensuring materials are available for production manufacturing
4. Communicating solutions for production challenges with quality assurance
5. Identify and debug problems in processes, products, equipment
6. Maintain production machines and equipments

7. Create production graphs and analyze production trends using Excel and Access.

### **Manpower Temporary**

Manpower-Andover-MA

January 2021 to May 2022

- Process products based on required quantities
- Package/ label correctly
- Monitoring supply's coming in and out of facility
- Filling orders

### **Customer Service Representative**

Mass Health-Lawrence, MA

September 2020 to May 2021

- Successfully completed assignments including but not limited to:
- Customer Service Rep
- Merchandiser
- Answering questions in regards to payments/billing
- Help customers understand insurance paper work
- Send out important documents/ store
- Remain up- to date with any changes in the company
- Answering incoming calls
- Assist customers on request for making complaints/ information & making appointments

### **Starbucks Barista**

Starbucks-Lawrence, MA

September 2019 to September 2020

1. I Prepares beverages, food products, and handles cash
2. great multi-tasker and I was able to perform many different tasks within the store during each shift
3. I was Able to work under pressure and maintains a calm demeanor at all times
4. Strong communication skills
5. I was Able to work flexible hours that include early morning, evenings, weekends, nights and possible holidays.
6. Provides excellent customer service to all guests

### **Call Center Customer Service Representative**

RTS Enterprise-Methuen-MA

April 2019 to June 2019

- Manage large amounts of calls, inbound & outbound
- Followed communication script
- Talked to customers to get a better understanding of their wants, needs. providing solutions and alternatives
- Attend frequent educational seminars to improve my knowledge on the job

### **Fundraiser**

ACT Lawrence-Lawrence, MA

June 2018 to November 2018

- planning events
- raising X amount of money

- attend special events put on by the non-profit, which included parties & charity events
- identify and build relationships with potential donors

### **Care Provider**

SunRice-Clearwater, FL

January 2018 to May 2018

As a caregiver in a special needs facility:

1. Make sure patients are well fed & safe
2. Read and write with patients
3. Psychical therapy
4. maintain living area clean

### **Cashier**

Bronx corner market-Bronx, NY

February 2017 to June 2017

As a cashier I would:

1. Attend to my costumers needs, best way possible
2. ring up items
3. check ID
4. interest them in other products

## Education

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### **High school in Psychology**

Lawrence High School-Lawrence, MA

August 2018 to June 2019

### **High school diploma or GED**

## Skills

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- Document management
- Team Building
- Food Handling
- Customer Service (5 years)
- Public Relations
- Sales
- CPR (3 years)
- Hospitality
- Sales (2 years)
- Communication skills
- Budgeting
- Personal assistant experience
- Spanish

- Quality Assurance
- Microsoft Office
- Caregiving
- Quality assurance
- Microsoft Word
- Customer service
- Typing
- Merchandising
- Fast Food (1 year)
- Event Planning
- Organizational Skills
- Fundraising
- Communications (2 years)
- Cleaning
- Receptionist
- Call Center (3 years)
- Marketing
- Medical Records
- Project Management
- Inventory management
- Leadership
- Fluent
- Cashier
- Data Entry
- Serving Experience
- Communication skills (10+ years)
- Food Service (4 years)
- Coffee Experience
- Host/Hostess
- Documentation review
- Computer skills
- Food Safety
- Microsoft Outlook
- Cash Handling
- Management
- Team Member (3 years)
- Bilingual
- Research
- Barista Experience
- Autism Experience

- Office Management
- English

## Certifications and Licenses

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### **CPR Certification**

### **Driver's License**