

# Rojanai G. Alston

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Slippery Rock University, Slippery Rock, PA

**Graduated:** May 2019 (Mailed: March 2021)

## **Bachelor of Science in Health Science of Public Health**

**Minor Concentration 1: Gerontology**

**Minor Concentration 2: Healthcare Administration and Management**

### **SKILLS AND ABILITIES**

Demonstrates patience and compassion  
Work patiently with individuals with intellectual disabilities and behaviors  
Exhibits to think quickly and act calmly in an emergency situations  
Communicates clearly and effectively with professionals  
Empathy and Respect always shown/given  
Strong listening skills with people  
Appose emotional strength necessary to work with ailing individuals  
Excellent interpersonal skills  
Maintains a friendly and open demeanor  
Pay very close attention to detail with documentation  
Organize and communicate timely with professionals  
Supervise staff and individuals  
Payroll and audit skills  
Managed staff and individuals schedules and appointments  
Office operations

### **CERTIFICATIONS/TRAINING/LICENSE**

Valid Physical (2024-EXP. 2025)  
Valid Drivers Licenses (EXP. 2026)  
Valid School Bus Driver Physical Examination Certificate (2024)  
CPR Certified (2025)  
Pennsylvania Medication Administration (2023)  
Institute For Healthcare Improvement: Quality and Safety Certificate (2024)  
Yearly Competency Test Completed (2024)  
Yearly Skills lab Completed (2024)  
12 hours of continuing education completed (2024)  
Child Abuse Clearance (2024)  
ACT 126 (Mandated Reporter) (2024)  
ACT 131 (School Bus Safety Act) (2024)  
Nursing Aide Certificate (2025)

Criminal Background Check/Fingerprinting (2025)  
Kaleidoscope Family Solutions, Inc. (Training)  
Social and Behavior Research (CITI Training)

### **INTERNSHIP**

**Sewickley Valley YMCA; Monroeville PA 15143**

**May 2019 - July 2019**

*Administration assistant of Development and Communications*

- Event planning/hosting events per calendar schedule
- Updated YMCA website internally based on new schedules and/or monthly program changes • Attending multiple small meetings with leadership for pros and cons and upcoming events in the building
- Updated building displays in the YMCA per admin calendar/program changes
- Assisted with assessments given by the the Director of Development and Communications for the week/month

### **PROFESSIONAL EXPERIENCE**

**Delta T Group Inc ; Carnegie PA 15106**

**November 2015 - October 2017**

**(Signed on with Merakey™ through agency Delta-T Group)**

*Home Health Aide*

- Monitoring patient condition by observing physical and mental condition, intake and output, and exercise.
- Supporting patients by providing housekeeping, and laundry services
- Shopping for food and other household requirements, and running errands (Goal Planning)
- Awarded Scholarship through SRU
- Preparing and serving meals and snacks as needed
- Activities with clients
- Personal care

**Care at Home Preferred Inc. ; Arnold PA 15068**

**May 2016 - Current**

*Direct Care Staff*

- Activities with daily living such as: bathing, showering, dressing, personal hygiene, medication reminders, meal preparation & feeding if needed, etc.
  - Assistance with mobility such as: daily walking, exercises, tactile activities, turning or positioning in bed, etc.
  - Specific Diagnosis such as: Parkinson's disease, Alzheimer's disease, dementia, diabetes, depression, stroke hospice care, etc.
  - Support services such as: laundry, washing dishes and putting them away, maintaining cleanliness in kitchen, bedroom, and bathroom, etc.
  - Scheduled appoints for patients and transported patients to their appointments
  - Assistance with outings per patient request (companion care as needed)

**Merakey™ ; Slippery Rock PA 16057**

**October 2017 - May 2018**

*Home Health Aide*

- Monitored patients physical and mental condition
- Assisted with patients intake and output of daily living
- Assisted with each patients individual goal plans
- Supporting patients by providing housekeeping, and laundry services
- Shopped for food and other household requirements, and ran errands depending on the patient's urgent need and reported certain needs for the individual to the house manager
- Engaged in activities with clients
- Prepared and served meals and snacks routinely

**CVS Specialty Pharmacy ; Monroeville Pa 15146**

**February 2020 - January 2023**

*PSR - Customer Service Rep*

- Monitored calls / sent reports to supervisor when call volume was low
- Helped copay assistance department during downtime with sending emails to confirm text messages were sent to customers to remind customers of their copay and sent updated messages for status of specialty medication process
- Reached out to a specific department to help with fixing any errors on inbound callers account for their specialty medication
- Made outbound calls to customers home/cell, insurance companies, medical doctor offices, hospitals, pharmacies, etc for customers specialty medication and updates on customers account • Answered inbound calls to refill customers specialty medication to dispense to customers home/ local CVS store
- Ran claims through customers insurance to quote inbound caller of their copay and if the claim was accepted or denied same with copay assistance programs depending on the specialty medication and its program
- Transferred calls to certain departments that needed to work on accounts if inbound caller needed to speak with pharmacists, benefits verification, reimbursement and/or prior authorization department, etc due to specialty medication.
- Entered method of payments for inbound callers to quote the customer on their specialty medication so once the POA and/or doctor, nurse, or pharmacists called to order specialty medication to their practice and/or home they would be able to get medication dispensed properly and in a timely routine (based on if insurance accepted the claim on the professionals side)

**Community Living and Support Services ; Braddock PA 15208**

**January 2023 - October 2023**

*Residential Homes Manager*

- Provided staff supervision in home and hosted training's monthly per house supervised (sometimes the clients at each house that i supervised attended with staff on shift) • Completed payroll weekly for each staff supervised (15+ staff)
- Supervised each staff at each home that i oversee'd routinely (daily)
- Managed the household's finances and each clients finances that i oversee'd based on their financial plan using financial logs

- Assisted individuals' with personal care, independent living skills, and self- advocacy • Maintained the health of the individuals through medication administration, safety training, and positive behavioral support through behavior specialist professionals
- Attended visitations with behavioral specialist and the clients that i supervised through in-person/video conferences many times and if not present staff i supervised on shift would attend if needed and would leave me the report in my mailbox from behavioral specialist professional same-day
- Maintained contact with medical, dental, and mental health services, and ensured active communication with each party for each clients appointments based on their care plan • Enjoyed recreational activities with individual's (clients) according to their needs, abilities, and choices
- Helped in development and implementation of individual support plans to identify person-centered goals
- Services required physical assistance and/or lifting in each home supervised
- Planned outings with patients every two weeks with staff or clients at other house that i oversee'd and was always made aware of individually planned outings with shift or friends/family members

**ABC Transit Inc ; McKees Rocks 15146**

**October 2024 - January 2024**

**(Started at terminal Millvale PA transferred to terminal in McKees Rocks PA)**

*Van/Mini/School Bus Driver*

- Transported staff and students ages Pre-K to 12th graders to school and home/bus stops
- Communicated effectively with school and parents of arrival / delay times
- Light sanitation cleaning on bus/van each time used
- Vehicle/bus inspection completed with pamphlet located each vehicle and was done every time driven and put into office folder
- Transported students and staff round trip to field trips safely
- Completed 15 hours of school bus training and 6 hours of on-road training
- Completed safety programs for both van/school bus
- Completed pre(before) and post (after) trips to record inspection of the bus daily

## **HONORS/AWARDS**

- ★ Awarded Scholarship through PGH Promise 2015
- ★ ( Executive Scholar of the PGH Promise Certification)
- ★ Awarded Scholarship through SRU 2015-2019
- ★ Graduated as a National Honor Society Student 2015
- ★ Lived with honors society in honors building 1st year at SRU 2015-2016 than moved off campus

★ Nominated for Employee of the month at Merakey™

## **VOLUNTEERING**

### **Pittsburgh Alderdice**

#### **Pittsburgh, PA**

- ❖ Volunteered counseling for 10th and 11th grade girls and boys while in 12th grade during school hours
- ❖ I was also accepted into the work study program which I only had a half of day for my 12th grade year

### **Longwood at Oakmont**

#### **Verona, PA**

- ❖ I volunteered to help assist patients during lunch/dinner times, transporting patients by wheelchair, walker, etc.
- ❖ Interviewed the Director of Nursing for a class project while attending Slippery Rock University
- ❖ Attended 140-hour program including classroom and clinical approved by the Pennsylvania Department of education which was a Nurse Aide Training Program through Presbyterian Senior Care Network (Trained at The Willows in the classroom setting with minor hands-on clinical experience and continued hands-on experience with patients that are palliative/hospice, has dementia, and that is in rehabilitation at the Hanna Healthcare Center which is the long term skilled facility on the Longwood at Oakmont Campus)

### **Heartland Healthcare Manor Care**

#### **Shadyside, PA**

- ❖ Volunteered there with patients in activities
- ❖ Volunteered with shadowing in Medical Records Department and Physical Therapy and Occupational Department
- ❖ Interviewed the Director of Physical Therapy and worked with patients in Rehab for a class project while attending Slippery Rock

## **REFERENCES**

**Gail Ferraro - *Delta T Agent/Supervisor***

484-383-1847

**Adelle Williams, PhD, MBA - *Slippery Rock University Gerontology Lead***

(724) 738-2855

**Marcy Leeds - *Slippery Rock University Public Health Lead***

(724) 238-2269