

# Jayla Shackelford

Cincinnati, OH 45240

[jayla.shackelford1@gmail.com](mailto:jayla.shackelford1@gmail.com)

+15137088723

## Professional Summary

---

Dedicated and detail-oriented professional with experience in administrative support, healthcare, and activity coordination. Skilled in program planning, customer service, office management, and client care. Strong ability to organize, multitask, and communicate effectively across diverse environments. Seeking to leverage a background in elderly care, clerical operations, and team collaboration into a role that contributes to organizational success.

Authorized to work in the US for any employer

## Work Experience

---

### **Activities Leader**

CareCore at the Meadows-Cincinnati, OH

September 2023 to Present

- Plan and facilitate engaging recreational and wellness programs for elderly residents, including arts and crafts, games, fitness, and team-building exercises.
- Maintain and manage inventory control of supplies to ensure availability for all activities.
- Coordinate and track participant sign-ups, attendance, and progress records.
- Organize off-site field trips and community excursions, enhancing resident social engagement.
- Develop themed events, integrating decorations, music, and entertainment planning to increase participation and satisfaction.

### **Administrative Assistant**

ABM electric-Cincinnati, OH

March 2019 to August 2023

- Oversaw day-to-day operations and scheduling of field staff, ensuring efficiency and productivity.
- Handled phone calls, email correspondence, and fax communication.
- Monitored and ordered office supplies and vendor materials.
- Managed payroll processing and timesheet review for accuracy and compliance.
- Entered invoices and financial records into QuickBooks for accounting support.
- Provided general clerical support including filing, data entry, document management, and order placement.

### **In Home Caregiver**

Home Helpers Home Care-Cincinnati, OH

January 2017 to May 2018

- Delivered personal care assistance to elderly clients in their homes, promoting independence and dignity.
- Assisted with daily living activities including bathing, dressing, meal preparation, and medication reminders.

- Scheduled and accompanied clients to medical appointments, ensuring continuity of care.
- Built trusted relationships with clients, fostering a safe and supportive home environment.

### **Cashier/Sales Associate**

Kroger-Cincinnati, OH

May 2017 to October 2017

- Processed an average of 100 customer transactions daily in a fast-paced retail environment.
- Handled cash, credit, and debit payments, balancing drawers with accuracy.
- Delivered exceptional customer service, addressing questions and resolving concerns effectively.
- Maintained up-to-date product and market knowledge to assist customers with purchases.
- Promoted store loyalty programs and company initiatives to enhance customer retention.

## Education

---

### **High school or equivalent**

St. Bernard High School-Cincinnati, OH

August 2012 to May 2016

## Skills

---

- Assisted living
- Organizational skills
- English
- Restaurant experience
- Communication skills
- Long term care experience
- Care plans
- Resident's rights
- Office management (4 years)
- Senior care
- Guest services
- Dementia care
- Program Planning & Event Coordination (2 years)
- Memory care
- Client services
- Microsoft Office
- Warehouse experience (1 year)
- Time management
- Computer skills

## Certifications and Licenses

---

### **Driver's License**