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|  Lynzee Feher Social Service Professional |
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| CONTACTPhone icon 437-219-3829Email icon lynzeefehers@gmail.com | PROFILEHighly empathetic and caring Social Service Professional with over 8 years of experience in the social service industry, with a tailored passion for impacting programs and helping participants by providing expert support. I have demonstrated the ability to work in a team, meet deadlines and deliver quality results under high pressure in both fast-paced and demanding environments. I am a highly reliable, well-organized, and committed individual with a positive conscientious approach, creative thinking, and great passion for my work to skillfully meet diverse needs and address issues to maintain efficiency and program outreach |
| Achievements* High Five | December 2011
* Smart Serve | February 2020
* Toronto Shelter Standards | March 2020
* Harm Reduction |March 2020
* Standard CPR & First Aid | October 2020
* Food Handlers | November 2022
* Cares Dementia Basics | February 2022
* Dementia Related Behavior | February 2022
 | Relevant ExperienceClient Support Worker Wood Green Toronto, ON2022 - Present * Provide emotional SUPPORT AND encourage tenants to participate in programs.
* Provide one on one support as outlined in everyone’s care plans.
* Support with the intake process.
* Complete and maintain documentation of case note entries.
* Engage and support individuals to carry out daily living actives and enhance their independence.

Shelter WorkerConnections Support Services Toronto, ON2019 – 2021* Admitted clients and ASSISTED THEM to integrate into the emergency shelter environment
* Assessed and assist with addressing client's personal hygiene, medical, financial, and emotional needs and refer them to appropriate community health, housing, and social support services if necessary. Liaise with other City staff and with community agencies (e.g., hospitals, social workers, doctors, courts, shelters providers, etc.) to ensure clients receive high-quality service
* Documented shift occurrence information in line with internal policies, including the completion of logs, incident reports, case management notes, and recording admittance, and discharge information in the SMIS system
* Use knowledge of city operations and advocate on their behalf.

Intermediate Youth WorkerBoys and Girls Club of Ottawa Ottawa, ON2014-2017* + Attended monthly meetings
	+ Adhere to the dress code and wearing the Club's staff shirts.
	+ Designed and developed program plans throughout the centre.
	+ Used database ensuring the youth were signed in from the moment they reach the facility.
	+ Ensured the youth have completed and up-to-date memberships yearly.
	+ Answered daily phone calls at the front desk, addressing any concerns or questions or redirecting them to the right number to call.
	+ Escorted members safely from the facility to youth’s homes nightly.
	+ Prepared daily meals for the youth and promoted good nutrition.
	+ Assisted with daily homework for any youth requiring it.

Youth WorkerSt Albans Boys and Girls Club Toronto, ON2017-2018* Ran a healthy eating healthy living program for youth in grades 1-6
* Designed and developed a program plan around fitness activities of the youth’s interest as well as proper nutritional food facts and benefits of healthy eating healthy living.
* Taught clients about healthy food and how to cook healthy foods.
* Participated in escorting members safely from school to the centre.

Additional ExperienceConciergeAmica Pickering, ON2022-2022* Answer inquires, complaints and requests by phone in a timely manner.
* Assist with inputting maintenance request.
* Maintain consistent communication between staff, residents, and family members.
* Monitor internal system to ensure resident safety, fire regulations and procedures.
* Arrange transportation for residents and families when requested.
* Handel cash box, cashing residents out for items and cashing staff out for meals.

Amenities CoordinatorRiveria LTD Toronto, ON2019-2022* Assisted residents with requests and inquiries well proactively addressing any concerns.
* Answered inquiries, complaints, and request received from phone calls, as well as emails well responding in a timely manner.
* Managed the requests for reservations coming in through the building link portal.
* Conducted maintenance checks on the pool and spa daily.
* Ensured facility cleanliness and report repair needs to the site supervisor.

CounterPresidential Garment Care Toronto, ON 2019-2019* Assisted customers in-store and via phone with all questions and complaints.
* Counted all items leaving the store and being returned to the store daily.
* Tagged and labelled items correctly for pickup or delivery as items are returned to the stores.
* Arranged pick-up and drop-off times with clients who chose the delivery option.
* Handled the cash register as well as putting customers' accounts on the computer.

Store AssociateDollerama Toronto, ON 2017-2018* Stocked the new shipments of inventory daily.
* Operated as cashier backup when needed.
* Adhered to the dress code of the company.
* Provided quality customer service.
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| EDUCATIONHumber College2021-2023Social Service Worker Diploma |