

Jamika Martin

Fort Wayne, IN

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Professional Summary

Reliable and customer-focused professional with over 6 years of experience in Customer Service and Direct Support roles. Proven ability to manage high-volume environments, support individuals with disabilities, and maintain accurate records. Adept in cash handling, inventory control, and daily operational tasks. Committed to safety, teamwork, and delivering high-quality service.

Professional Experience**Gas Station Clerk**

Murphy USA, Fort Wayne, IN

August 2023 – January 2024

- Processed fuel and in-store purchases using POS and cash register systems with 100% accuracy.
- Delivered prompt and courteous service to all customers, resolving issues quickly and professionally.
- Maintained stock levels and performed inventory restocking to ensure product availability.
- Balanced cash drawer at end of shifts and completed daily sales reports.
- Upheld safety and cleanliness standards across the store and fuel forecourt.

Direct Support Professional (DSP)

Compass Residential and Consulting, Fort Wayne, IN

July 2019 – March 2021

- Provided individualized care for clients with Developmental and Intellectual disabilities.
- Assisted with daily living activities including hygiene, meals, transportation, and medication.
- Documented client progress and maintained accurate reports in accordance with care plans.
- Promoted independent living skills through goal-focused support and community integration.
- Collaborated with family members, healthcare professionals, and case managers.

Direct Support Professional (DSP)

ResCare, Fort Wayne, IN

February 2017 – March 2019

- Supported residents with Intellectual and Developmental disabilities in residential settings.

- Ensured clients' safety, well-being, and dignity through compassionate care and supervision.
 - Recorded daily activities, behaviors, and incidents in compliance with state regulations.
 - Assisted with medication administration and routine medical appointments.
 - Encouraged social interaction and participation in community programs.
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Skills

- Customer Service
- Cash Handling & POS Operation
- Inventory Management
- Safety & Sanitation Protocols
- Medication Administration
- Record Keeping & Documentation
- Behavior Support
- Time Management
- Team Collaboration
- Conflict Resolution