



# HAYLEY HERNANDEZ

## PROFILE

Experienced in both administrative support and childcare, I bring a blend of organizational skills and nurturing care to my work. Currently pursuing a degree in marketing management, I balance academic studies with providing a safe and supportive environment for children, assisting with tasks and assignments as needed. With a focus on individualized education plans, I excel in managing responsibilities and fostering positive relationships.

## EXPERIENCE

### NANNY

Your Happy Nest - Atlanta, GA  
June 2020 - Present

- Administer first aid and CPR as necessary.
- Assist with meal preparation, focusing on balanced nutrition.
- Teach safe behaviors and model social skills, while organizing recreational activities and providing transportation as needed to school, social outings and appointments.

### PURCHASING AGENT

Southeastern Appliances and More- Covington, GA  
Feb 2021- May 2021

- Managed requisitions and purchase orders, maintaining meticulous records.
- Evaluated market and delivery systems, ensuring material availability and contract adherence.
- Coordinated disposal of surplus materials, communicated with suppliers, and tracked order status.

### SPECIAL EDUCATION PARAPROFESSIONAL

Newton County School Systems- Covington, GA  
Dec 2020- Feb 2021

- Adhered to educational regulations and codes of ethics, providing instructional support to students with disabilities.
- Maintained a safe classroom environment, employing effective management techniques and supervising student activities.
- Conducted data collection and record-keeping, assisting with clerical tasks and classroom organization as directed by the teacher.

**CAREER PAUSE (OCTOBER 2020-DECEMBER 2020):  
SEARCHING FOR EMPLOYMENT WHILE TRANSITIONING FROM  
ONE STATE TO ANOTHER**

## CONTACT

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- 📍 Covington, GA

## SKILLS

- Time Management Skills
- People Management
- Detail-Oriented
- Personal Services
- Administrative Assistant
- Executive Support
- Microsoft Office
- Google Workspace
- Special Education
- Purchasing
- Banking

## EDUCATION

### HIGH SCHOOL DIPLOMA

Rufus King International  
Baccalaureate High School  
2009-2013

### ASSOCIATE OF APPLIED SCIENCE: MARKETING MANAGEMENT

Chattahoochee Technical College  
2023-Current

### **SPECIAL EDUCATION PARAPROFESSIONAL**

School District of Cedarburg Cedarburg, WI

Aug 2020- Oct 2020

- Complied with educational regulations and codes of ethics, providing instructional support to students with disabilities, including remote assistance via Google Meet during COVID-19.
- Implemented fair classroom management practices and supervised students to ensure safety and rule adherence, whether in-person or online.
- Conducted data collection, maintained records, and assisted with clerical tasks as directed by the teacher, adapting to remote learning environments when necessary.

### **CUSTOMER SERVICE REPRESENTATIVE**

Sertec- Atlanta, GA

Jan 2020 - Aug 2020

- Engaged with customers over the phone, handling incoming calls and recording transaction details.
- Directed unresolved customer issues for further investigation and provided responses to inquiries.
- Maintained professionalism during phone interactions and completed office tasks, including data entry.

### **ADMINISTRATIVE ASSISTANT**

School District of Brown Deer - Brown Deer, WI

Aug 2019 - Jan 2020

- Produced various documents including invoices, reports, and letters, while managing scheduling and visitor access.
- Maintained and organized record management systems and databases.
- Coordinated travel arrangements and field trips, utilized Microsoft Word and Excel for document preparation, and facilitated document signing.

### **SPECIAL EDUCATION PARAPROFESSIONAL**

School District of Brown Deer - Brown Deer, WI

Feb 2019- Aug 2019

- Supervised and escorted students both in school and community settings, ensuring compliance with IEP requirements.
- Provided assistance with personal care and hygiene, including toileting, as necessary.
- Supported classroom teachers by aiding in the creation of instructional materials and administering medication as specified in students' IEPs.

### **YOUTH MENTOR**

West Allis-West Milwaukee School District - West Allis, WI

May 2017 - Feb 2019

- Mentored youth in conflict resolution and promoted positive interactions within the school community, implementing incentive programs for good conduct.
- Ensured compliance with confidentiality and legal requirements, assisting in monitoring disciplinary settings and upholding the district's code of conduct.
- Collaborated with parents, community members, and local agencies to address behavioral issues and enhance opportunities for students, while maintaining communication with administration and attending relevant events and meetings.

### **ASSISTANT TEACHER**

KinderCare - West Allis

Oct 2016 - Aug 2017

- Created and executed daily lesson plans, overseeing class activities and functions.
- Cared for children's basic needs and facilitated learning in areas like literacy, numeracy, hygiene, and social skills.
- Managed classroom dynamics, conducted parent conferences, and upheld safety standards, understanding the obligations of a mandated reporter.

### **CUSTOMER SERVICE REPRESENTATIVE**

AmeriCash Loans, LLC - West Allis, WI

Dec 2015 - Dec 2016

- Addressed customer inquiries and supported them through the loan application process.
- Provided guidance on policies and required documents, analyzing financial and credit data.
- Negotiated terms and conditions, underwrote loans, processed payments, and ensured high customer service standards.

### **TELLER/MEMBER SERVICE REPRESENTATIVE**

Educators Credit Union - Racine, WI

Aug 2013- Dec 2015

- Managed new account documentation, including various types of accounts and safe deposit boxes, while maintaining customer records and obtaining credit information.
- Handled teller duties such as wire transfers, financial record maintenance, and customer transactions, including online banking assistance and fraud detection.
- Processed monetary transactions including check cashing, deposits, withdrawals, and loan payments, maintained cash supplies, issued money orders and cashier checks, and provided customer service while adhering to bank policies and regulations.