

Rob'Briana Clay

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OBJECTIVE

To obtain a challenging and rewarding position with a success oriented, forward thinking company that will utilize my leadership, communication, and multi-tasking abilities.

SUMMARY OF QUALIFICATIONS OBJECTIVE

Strong leadership and management ability.

Possess excellence written and verbal communication skills.

Possess the ability to work under pressure while remaining calm, professional, and courteous.

Effective listening, comprehending, and implementation skills.

Strong ability to work with people, customers, and co- workers.

EDUCATION

Associate Degree of Arts

Lone Star College

Bachelor Degree in Psychology

Minor in Sociology

Sam Houston State University

Certified Commercial Driver's License - (Trade School)

EXPERIENCE

Itron System- Health Care

Houston, Tx

Quality Rep

05/01/2024 - 6/3/2025

- Aco company
- Help close gap reports with doctors for insurance companies
- Close contracts with doctors
- Analyze daily reports
- Maintain doctors star rating
- Follow HIPPA regulation
- Work hybrid: Home, Office, and field
- Review correct billing coding
- Work in different EMR system
- Work with different insurance companies; Aetna, Blue Cross, and etc
-

Stevens Transport

Dallas, Texas 75227

Commercial Driver

02/01/2024

- **Transport goods from one state to the next**
- **Follow state guidelines**
- **Monitor transportation safety**

Harris County Probation

Houston, Tx 77042

Community Supervision Officer

11/7/22- 08/01/23

- **Case Management**
- **Enforces court orders**
- **Supervise clients**
- **Refer clients to treatment programs and behavioral classes**
- **Monitors court ordered conditions for clients in the greater area.**
- **Record interactions, interviews, telephone conversations, court documents, and clients needs for monthly audits.**
- **Promote positive behavioral thinking techniques and regulation for future success.**
- **Communicate with courts for pertinent reasons regarding case management.**

Child Care Careers

Houston, Tx

Substitute teacher

06/6/2021- 11/01/22

- **Help to keep schools in ratio when schools are under staff**
- **Attend to all age groups needs**
- **Teach at different local child care centers**
- **Observe to make sure no child are in harm**

Mirrakle Wonders In Home Child Care

Conroe, Tx

Infants/ Preschool Teacher

10/2021- 05/2022

- **Attends to infants and toddlers needs on a daily**
- **Make nutrition meals and snacks**
- **Teach daily learning activities**
- **Help and teach infants growing motor skills**
- **Make daily lesson plans**

**Lowe's
Katy, Tx
Conroe, Tx**

Cashier/Trainer/Sales Associate/ Customer Service

09/2017-10/2018

02/2020-09/2021

- **Train and supervise cashiers**
- **Perform cash management, balance cash drawer (cash, checks, debit, credit cards)**
- **Keep a record of cash throughout shift**
- **Utilize computer software in order to assist with online orders**
- **Offer prompt customer service and assistance throughout store**
- **Manage incoming calls**

The Goddard School

Katy, Tx

Preschool Teacher/ Office Assistant

10/2019- 01/2020

- **Make weekly lessons plans**
- **Work daily with children and families**
- **Prepare children for Prek**
- **Answer incoming calls for office**
- **Organize different themes for school**
- **Observe and support children with different disabilities, illness, and lack of different developments**
- **Organize planner for school and class events**

The Learning Center

Cinco Ranch, Tx

PreK Teacher no I but by

10/2018- 09/2019

- **Prepare lessons plans**
- **Help prepare children for kindergarten**
- **Work cooperatively with both children and their families**
- **Support children emotional and social development**

- Encouraged understanding of others and positive self-concepts
- Keep daily record of children information regarding activities, and medicine
- Observe children for signs of illness, emotional disturbance, disabilities, special needs, etc.

Smoothie King

Katy, Tx 05/2016-08/2016

College Station, Tx 08/2016-08-2017

Shift Leader/ New Hire Trainer

- Responsible for opening and closing store
- Shift supervisor
- Responsible for ordering inventory and stocking supplies
- Input and record transactions at the POS terminal
- Responsible for keeping track of team members financial transactions

Main Event Entertainment

Katy, Tx 10/2013-03/2018

Trainer/ Party Host

- Scheduled and managed large parties
- Trained and assisted new party host on how to properly operate parties
- Assisted in serving food and beverages during parties
- Insured parties stayed on schedule by utilizing excellent time management skills
- Manage funds at the close of parties
- Assisted the host with providing a quality experience for each customer