# Deedra Baughman

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## Professional Summary

Customer-focused professional with a background in customer service roles and a devoted personal care professional skilled in fostering client health and convenience through assisting with daily activities and health needs. Known for providing top-notch client support while maintaining high levels of customer satisfaction and loyalty.

## Work Experience

### Direct Support Professional

**Chileda** | La Crosse, WI

January 2025 to September 2025

Collaborated with other staff members to develop individualized service plans for each student.

Monitored individuals' behaviors, documented observations, reported any changes or concerns to supervisor.

Assisted clients with maintaining good personal hygiene.

Leveraged database management system to track and report details of activities and progress on goals.

Helped clients get in and out of beds and wheelchairs.

Aided with mobility and independence for disabled individuals and continually monitored safety.

### Assembly Line Worker

**Ashley Furniture Industries** | Eau Claire, WI

November 2022 to December 2023

I followed a set routine and assembled the company’s products into couches and performed hands on manual labor.

Inspected finished parts and components to enforce QA standards and uncover defects prior to packaging.

Assisted in the development of new assembly processes and procedures.

### Domestic Violence Advocate

**Bolton Refuge House** | Eau Claire, WI

November 2020 to August 2021

Assessed client needs and developed treatment plans accordingly.

Assisted survivors in accessing housing, financial assistance, medical care, mental health services, childcare services, job training programs.

Conducted safety assessments and provided safety planning strategies to survivors of domestic violence.

Organized educational workshops on topics such as healthy relationships, parenting skills, anger management techniques.

## Education

### Highschool (High school diploma or GED)

Altoona Area High School | Altoona, WI

September 2020 to June 2021

**Upper secondary education**

**None**

## Skills

**Closing sales** **Senior care** **Time management** **Care plans** **Working with people with autism** **Customer communication** **Medication administration** **Communication skills** **CPR** **Experience with children** **Customer relationship building** **Climbing** **Direct sales** **First aid** **Client relationship development** **Working with people with disabilities** **Managing customer accounts** **Assembly** **Restaurant experience**

## Languages

English

## Certifications and Licenses

**Basic First Aid certificate, Any valid issuer for CA**

**CPR Certification**

**Crane Certification**

**First Aid Certification**

## Additional Information

Authorized to work in the US for any employer

References available upon request