

Shirley Jusino

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Friendly, approachable, and caring professional Supervisor-Coordinator experience working with international students managing , family scheduling and being flexible. **Local**

Coordinator/Supervisor with 5 years experience with supervisor Cultural Care Au pair and Go Au Pair where I trained Au Pairs as well. Preschool teaching experience, Special Education experience as a SEIT (Special Ed Itinerary Teacher-Speech & Language, OT,PT, and ABA experience. **10+ years Nannyng and many Google Certifications and over 21+ AI Certifications (Grok, Chat GPT ,Gemini, Claude, Perplexity)**

WORK EXPERIENCE

Crunch Care Back Up Care (Newborn to age 12)

Jan. 2025- Current

- Back up Nanny Care for children infant through ages 12.
- Working with diverse families in Brooklyn, Queens and Manhattan.
- Organized, creative, responsible, and takes directions well.
- Managing school activities, homework help, study skills, toilet training, social skill training, warrior of monsters in the closet and under the bed, etiquette training, etc.

Tufo/Cooney Family, Jersey City, NJ

Jan 2022 – Nov .2024

Caretaker (18 months to newborn)

- Developed strong communication skills by regularly updating parents on children's progress and discussing any concerns or progress and development the child is making.
- Provided high-quality childcare and developed a strong rapport with families which helped in coordinating scheduled and maintaining organization.
- Managed daily activities including meals, transportation, homework assistance, and extracurricular activities.
- Demonstrated problem-solving abilities by handling difficult situations, such as behavioral issues and emergencies, calmly and efficiently.

Go Au Pair-New York, NY (18 to 26 yr. old Au Pairs)

Jun 2019 – Jan2022

Cultural Care Au Pair- NewYork ,NY (8 to 26 yr. old Au Pairs)

Sept 201-Dec. 2015

Area Coordinator/ Supervisor

- Planned and organized educational and recreational activities to engage children in a fun and meaningful way, and taught this to Au Pairs (exchange students)
- Provided emotional support and maintained a nurturing and caring environment for the families and Au Pairs, monthly meetings, career advice, Dept of State compliance.
- Communicated regularly with the family to ensure expectations were met and to provide updates on the children's development, and smooth cultural exchange program.
- Inbound and outbound calls, handling irate customers, CRMs, managing groups from 50 to 100 people, phone etiquette, logging in calls and meetings, meeting deadlines and quotas, etc.

Care.com & Trusted Inc., New York, NY

Nov 2017 – May 2019

Caregiver (newborn - 12 yrs.)

- Assisted children with developmental activities, including reading, arts and crafts, and physical exercises, promoting both mental and physical growth.
- Built strong, trusting relationships with children and families, ensuring that both parents and children were satisfied with services.

EDUCATION

Berkeley College, New York, NY **Dec.2027**

Bachelor of Science in Information Technology Management – Concentration in A.I.,

Berkeley College, New York, NY **Dec 1995**

Associate of Applied Science in Marketing & Management

SKILLS & CERTIFICATIONS

- **Bilingual in English and Spanish**
- **Google Certifications:** Gen AI Agents, Gen AI Apps Transform Your Work, Gen AI: Navigate the Landscape, Gen AI Foundational Concepts, Responsible AI, Gen AI:Beyond the chatbox, Intro to Responsible AI, Intro to Large Language Models, Intro to General AI, Google AI Essential V1, Sway Ahead of the Curve, Use AI responsibly, Discover the Art of Prompting, Maximizing Productivity with AI Tools, Intro to AI
- **Master of Perplexity , Master of ChatGPT:Deep Dive ,Master of Claude Code AI, Master of Claude AI,Master of ChatGPT, 28 Day AI Certificate Program, Grok, etc.**
- Proficient in CRM software such as Infusionsoft, Keap, and Salesforce
- Proficient in Microsoft Suite and Google Suite
- Working knowledge of Skype, Facetime, Zoom, and Google A.I.,
- Certificate from Yale University & Coursera “The Science of Well Being”,
- Certificate from Princeton University “Effective Altruism”,
- Time Management Certification by Expert Rating,
- CPR & First Aid Certified
- Certified Organizer & Closet Organizer