

**Josephina Majerus**

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## **Work Experience:**

### **Para Educator/Supervision**

#### **Drum Intermediate School**

9601 Bujacich Rd

University Place, WA

#### **8/2023 - Present**

##### **Duties, Accomplishments, and Related Skills:**

Administers first aid for the purpose of providing emergency care. Assists students during transit to and from school (i.e. crossing streets, bus stops, etc.) for the purpose of ensuring student safety. Monitors students during lunch periods and recesses within a variety of school environments, (e.g. rest rooms, playgrounds, hallways, classroom, library, bus stops, cafeteria, etc.) for the purpose of providing for the safety and welfare of students. Initiates baseline raking to ensure surface is as level as possible and depths are at or above the minimum (Playground only). Reports observations and incidents relating to specific students (i.e. discipline, accidents, etc.) for the purpose of communicating information to teachers and administration. Maintains confidentiality assuring that all students, staff and parents' right to privacy is ensured. Fosters and maintains strong productive relationships with other employees, parents, students, and other community members.

### **Human Resource Consultant Assistant 2**

#### **Washington State Department of Corrections**

9601 Bujacich Rd

Gig Harbor, WA

#### **3/2022 - 1/2023**

##### **Duties, Accomplishments, and Related Skills:**

Facilitate new employee orientation and provide classroom instruction to new employees on organizational policies and procedures. Verbally address questions and concerns regarding the onboarding process. Assemble all required documents for new hire orientation files, ensuring all files are complete.

Draft emails to new hires with clear instructions on needed tasks. Explain applicable laws, regulations, and procedures to new hires. Assist with candidate interviews. Run background checks, utilizing personally identifiable information, while maintaining the security of all sensitive information. Effectively convey information both orally and in writing via telephone and email. Request missing or

additional documentation from new hires. Develop and maintain databases, spreadsheets, and forms. Assist with ensuring compliance with mandated training requirements. Track training attendance and completion status for all staff. Assists employees in conducting training in the computer lab with computer use, access, and training assignments.

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### **Service Desk Technician**

#### **Washington State Liquor and Cannabis Board**

1025 Union Ave SE

Olympia, WA

**9/2021 - 3/2022**

#### **Duties, Accomplishments, and Related Skills:**

Address all incoming service desk requests received by email, telephone, and in person to ensure the appropriate assistance is received in a timely manner and effective resolutions of end-user issues are achieved. Serve as agency TIER 1 and TIER 2 support for customers and work with our external partners. Follow procedures and processes for assigning computers, software, and hardware to new employees. Utilize Service Manager and adhere to incident management and service request processes and procedures to create, review, categorize, and prioritize tickets. Apply functional and technical knowledge, effectively use resources, and demonstrate sound judgement to resolve or escalate tickets as appropriate. Provide training and support to, end users and staff on basic equipment operation. Troubleshoot, identify, and resolve technical issues. Serve as a customer service point of contact and liaison for ITS. Cultivate and maintain positive and productive relationships with coworkers, leaders, vendors and external customers. Conduct post-resolution follow-ups and customer service surveys and generate reports to support continuous efforts to evaluate and improve services provided.

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### **Customer Service Representative**

#### **Social Security Administration (This is a federal job)**

1901 C Street SW

Kent, WA

**9/2020 - 7/2021**

#### **Duties, Accomplishments and Related Skills:**

Answer unscreened calls for continuous periods of time on SSA's national 800 number. Apply critical thinking and provide quality customer service in a fast-paced, high call volume environment. Regularly conduct telephone interviews to gather information, including personally identifiable information (PII). Use good judgement and ask appropriate questions to obtain and/or clarify needed data. Effectively convey information both orally and in writing. Identify callers who may

be eligible for various SSA programs by utilizing screening and interview methods effectively. Verbally communicate with callers and or representatives to address their claims, questions or concerns. Review records and medical evidence for SSI applicants to ensure SSA has everything for benefit determination. Determine the necessity for medical examinations and evaluations for SSI. Make determinations on allowing payment plans. Request evidence and provide claimants with time limits in which to submit evidence. Made complex decisions while considering sensitive information. Prepare claim forms and review claims to ensure all necessary information is received for adjudication and request missing/additional information when needed. Interpret SSA laws and regulations; explain laws, policies and procedures to customers as needed in response to questions. Communicate verbally and/or in writing to representatives, veterans, people with disabilities, the elderly, etc. regarding concerns, to adequately address all issues with solutions that adhere to regulations. Make special determinations based on income, veterans' status, previous job history, etc. Develop non-rating claims to establish a paper trail for existence for people not eligible for SSA programs. Analyze and develop claims and appeals, and let customers know their rights and what steps they may take. Use electronic data processing systems to enter claims, look up current SSA recipients, locate and research records to determine eligibility for programs administered by SSA. Make determinations on eligibility for programs administered at SSA based on facts and available information. Explain the actions necessary for applying for various social security programs. Use automation tools to access and update information.