

# Jennifer Fiala

750 N 12th Ave  
Kelso, Washington 98626  
(503)462-8851  
[fialaj@my.lowercolumbia.edu](mailto:fialaj@my.lowercolumbia.edu)

---

Dedicated and knowledgeable advocate with over five years of experience in healthcare, passionately committed to enhancing the lives of disabled individuals through innovative and inclusive solutions. Known for honesty, reliability, and a compassionate approach. I strive to catalyze positive change in patient advocacy, ensuring a more inclusive and supportive healthcare environment.

---

## Skills

- Strong organization and prioritization skills
- Office Administration
- Strong problem-solving and decision-making abilities
- Excellent analytical and leadership skills
- Team Collaboration
- Positive attitude
- Community activities
- Proficient in Microsoft Office Suite: Word, Excel, PowerPoint, Access, Teams & Outlook
- Proficient in the use of health information systems
- Ability to multitask and manage multiple projects simultaneously

## Work History

### Washington State Opportunity Scholarship Scholar Lead

SEPTEMBER 2024 - PRESENT

- Provide inspiration and empowerment to new scholars
- Communicate with mentees via email, text, phone, and in-person meetings
- Host community-building events
- Provide information on how to navigate college and WSOS
- Help scholars find resources and answer questions

### Home Care Aid

MAY 2018 - PRESENT

- Provide compassionate and personalized care to clients in their homes
- Assist with activities of daily living (ADLs), including bathing, grooming, and dressing
- Administer medications and monitor vital signs
- Offer companionship and emotional support to enhance the overall well-being of clients
- Collaborate with healthcare professionals and family members to create a comprehensive care plan

### Restaurant Manager

MARCH 2014 - APRIL 2018

- Oversaw day-to-day operations of the restaurant, ensuring smooth workflow and high-quality customer service
- Managed and led a team of 15 staff members, including hiring, training, and performance evaluations
- Monitored and controlled inventory levels, reducing waste and optimizing costs

## Education & Awards

Lower Columbia College - Bachelor of Applied Science in Organizational Leadership and Technical Management

GPA: 3.93

- AAS - Medical Administration
- Presidential Honor Roll (All Semesters)
- Wertheimer Endowed Scholarship (2022-2023)
- Washington State Opportunity Scholarship (2023-2024)
- Kathryn Rowe Beasley Endowed Scholarship (2023-2024)
- Kathi Joy Wiley Scholarship (2024-2026)
- Lenore Vande Zande Endowment (2024-2026)
- Jack and Carol Kelly Scholarship (2025-2026)

### Community Outreach

- Future Business Leaders of America (FBLA) Competition Judge (2024 - Present)
- Kelso Soccer Club - Treasurer (2019 - 2024)
- Cowlitz Youth Soccer Association - Treasurer (2019 - 2024)
- LCC Rotaract Club - Secretary (2023 - Present)
- Northwest Athletic Conference - Volunteer (2023)

### Certifications

- Mental Health First Aid
- Microsoft Office Suite (Word, Excel, PowerPoint, OneNote, Teams, Outlook)
- Home Care Aid
- Valid Driver's License