

# Justin Cruz

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## Profile

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- Hard-working individual with exceptional skills in customer service.
- Thrives under pressure and goes above and beyond to create excellent patient experiences.
- Highly effective teacher that inspires others to learn and challenge themselves each day.

## Skills

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- Team collaboration and efficiency
- Strong time management and organizational skills
- Ability to handle challenging situations calmly
- Highly adaptable, quick to learn new skills
- Passionate about providing quality service and maintaining cleanliness

## Work Experience

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**Mental Health Technician**, San Jose Behavioral Health, San Jose, CA

June 2023- April 2024

- Supported mental health patients directly, providing compassionate care tailored to individual needs.
- Assisted in facilitating group therapy sessions, fostering a safe and therapeutic environment.
- Skillfully deescalated patient crises, ensuring safety and maintaining a calm atmosphere.
- Conducted regular patient observations and check-ins at 5- to 15-minute intervals, monitoring for any changes in behavior or needs.
- Coordinated and communicated effectively with psychiatric nurses to deliver comprehensive patient care.
- Performed vital sign checks and recorded patient health data accurately.

**Substitute Instructional Aide/Teacher**, Poway Unified School District, San Diego, CA

July 2022 – February 2023

- Supported special education students in transitioning from school to the workforce, providing both individual and group instruction.
- Introduced new learning techniques and assisted with community-based job tasks to enhance students' independence.
- Taught multiple subjects across grades K-12, demonstrating adaptability and strong instructional skills.
- Developed individualized lesson plans based on student needs, using creative problem-solving to engage and motivate students to complete their work.

**Cafe Barista**, Bing Haus, San Diego, CA

April 2022- May 2023

- Crafted premium coffee beverages and desserts efficiently, ensuring a high-quality customer experience.
- Greeted guests, assisted with menu selections, and prepared ingredients for the café.
- Collaborated effectively with team members to create a welcoming atmosphere and deliver exceptional service.

## Education

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**University of San Francisco**

Bachelor of Arts in Philosophy