

# Joanna Pastcan

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## EDUCATION

*Sonoma State University, Rohnert Park CA*

*August 2005 - May 2009*

- BA in Liberal Studies
- Graduated cum laude, overall GPA 3.8
- Preliminary Multiple Subject Teaching Credential

*Childbirth International, Online*

*2013*

- Birth Doula Certificate
- Postpartum Doula Certificate

## PROFESSIONAL EXPERIENCE

*Temporary Contract (Alkar Human Resources)*

*June 9<sup>th</sup>, 2021 – current*

- Napa Valley Orthopedic 6/28/21-7/6/21
  - Medical Patient Call Center – New Patient Data Entry – Customer Service
- Reliable Refrigeration 7/7/21 – 10/5/21
  - Customer Service Representative
- Wilson Daniels 10/21/21 – 11/24/21
  - Administrative Office Assistant

*Customer Service Representative (Allied Propane Service)*

*July 6, 2017 - November 11, 2017*

- Answer incoming calls and assist walk-in customers with their propane needs for their home or business.
- Open and close the daily POS, file, intake and process customer payments. Manage accounts, print and file month-end reports and purchase orders.
- Took initiative to create a spreadsheet to monitor burned/not burned propane tanks and information at properties during the 2017 Napa/Sonoma fires.

*Substitute Teacher K-12 (Napa Valley Unified School District)*

*February 2009 - 2011, 2017*

- Substitute in classrooms for K-12 students of up to thirty-five students for all subject areas.

- Apply strategies for effective classroom learning while maintaining classroom rules and discipline to encourage positive behaviors.
- Quickly became a “first-to-call” resource to cover for absent teachers.

*Nanny Caregiver (Oskwarek Brucella Family)*

*November, 2010 – August, 2011*

- Caring for an infant.
- General child care and encouraging developmental play and learning throughout the day.
- Transportation to activities .

*Personal Assistant (ELMC, Dr. Bruce and Mary Hopewell)*

*June 2008 – February 2009*

- Organize educational and tax accounting business information in Microsoft Word and Excel.
- Answer phones, record data, schedule meetings and appointments.
- House tasks and running errands.

*Business Assistant (Napa Wedding Source, Chris Andrews)*

*June 2000 – May 2005*

- Collect and organize data and files into Microsoft Word and Excel.
- Answer phone calls and log all information.
- Schedule meetings and run errands.