

Contact Information

(802) 555-0111

keanu.gunawardena@example.com

Brattleboro, VT 12345

Education

- **B.S. IN HUMAN DEVELOPMENT AND FAMILY STUDIES | UNIVERSITY OF VERMONT, BURLINGTON, VT | 2016 - 2020**

Key Skills

- **Behavioral Intervention Planning**
- **CareSmart**
- **Person-Centered Support**
- **Crisis De-escalation**
- **HIPAA Compliance**
- **Electronic Health Records**
- **NADSP Competency Standards**
- **CPR and First Aid**
- **Individualized Goal Tracking**
- **Community Integration**

Keanu Gunawardena

Support Specialist

NADSP-certified Support Specialist with 6 years of experience in residential care, raising client satisfaction scores from 71.7% to 95.5% by restructuring daily routines around individual preferences and goals. Guided 13 clients through independence skill milestones across two roles while maintaining behavioral intervention response times under 2.3 minutes and documenting progress for caseloads of up to 18 clients in CareSmart and electronic health records.

Professional Experience

SUPPORT SPECIALIST | WINDHAM HILLS RESIDENTIAL SERVICES, BRATTLEBORO, VT | 2023 - PRESENT

- Raised client satisfaction scores from 71.7% to 95.5% over 14 months by restructuring daily routines around individual preferences and goals
- Reduced average behavioral intervention response time from 4 minutes to 1.7 minutes by pre-positioning de-escalation materials and rehearsing protocols with the care team
- Guided 7 clients through independence skill milestones, with an average 53.6% improvement in self-care task completion within 9 months
- Documented client progress notes in CareSmart within 45 minutes of each shift, covering 18 clients across 2 residential houses

DIRECT SUPPORT PROFESSIONAL | CONNECTICUT RIVER COMMUNITY LIVING, BELLOWS FALLS, VT | 2021 - 2023

- Implemented behavioral intervention plans for 14 clients, maintaining an average response time of 2.3 minutes across day and evening shifts
- Supported 6 clients in reaching independence benchmarks, improving self-directed activity completion by 46.2% over 12 months
- Coordinated scheduling for medical and therapy visits, keeping appointment accuracy at 83 out of 84 scheduled visits per quarter

DIRECT SUPPORT AIDE | GREEN VALLEY SUPPORTED LIVING, KEENE, NH | 2020 - 2021

- Assisted 11 clients with daily living tasks including meal preparation, hygiene support, and community outings
- Recorded behavioral observations and vitals using electronic health records, completing all entries within 30 minutes of each interaction
- Supported behavioral intervention protocols under senior staff guidance, responding to escalation events in an average of 3.1 minutes

Certifications

- NADSP Direct Support Professional Certification, National Alliance for Direct Support Professionals | 2025