

TAKU ZIGWATI

Springfield, MA 01129
413-693-4833 - dzigwati@aol.com

PROFESSIONAL SUMMARY

Experienced with providing comprehensive care and support to diverse client populations. Utilizes effective communication and interpersonal skills to foster positive relationships. Track record of maintaining safe and supportive environment tailored to individual needs.

SKILLS

- Languages: Excellent in English and Shona, Intermediate understanding of Latin
- Amicable, approachable, compassionate, and patient
- EEC (Early Education and Care) Certified
- Passion for in Natural/Health Sciences
- CPR Certified (2022)
- Microsoft Office skills

WORK HISTORY

10/2021 to Current

Food Courier

Uber Eats – Massachusetts

- Enhanced customer satisfaction by ensuring timely and accurate delivery of food orders.
- Troubleshoot payment processing issues effectively, which resulted in seamless transactions for both restaurants and customers.
- Maximized fuel efficiency by planning strategic routes that combined multiple deliveries in close proximity whenever possible.
- Increased efficiency by utilizing GPS navigation systems to plan optimal routes for pick-up and delivery points.

03/2022 to 09/2024

Direct Support Professional

Arbor Associates – Massachusetts

- Maintained clean, safe, and well-organized patient environment.
- Documented progress notes thoroughly to track client achievements, concerns, or changes in behavior patterns that may need attention from the interdisciplinary team.
- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Assisted with crisis intervention to de-escalate challenging behavior and maintain peaceful encounters.
- Ensured child safety by maintaining a clean, organized, and hazard-free facility at

all times.

- Maintained accurate records of attendance, incident reports, meal counts, and other essential documentation as required by state regulations or center policies consistently.
- Kept notes of behavior issues, food served, and medications administered to children.

06/2019 to 07/2021 **Crew Member**

Chipotle Services LLC

- Maintained high-quality food preparation standards, adhering to company guidelines for safety and cleanliness.
- Took orders, prepared meals, and collected payments.
- Trained new team members on procedures, customer service, and sales techniques.

EDUCATION

BBA: Biology

University of Massachusetts-Boston - Boston, MA

06/2019

High School Diploma

The Springfield Renaissance School - Springfield, MA

Expected in 12/2026 **Bachelor of Arts: Political Science And Government**

University of Massachusetts, Amherst - Amherst, MA

COMMUNICATION

- Renaissance Prep (2016-17)
- Community Service, Post-Secondary Education Exploration
- Baystate Springfield Educational Partnership [BSEP] (2017-18)
- Allied Health/ Career Exploration

LEADERSHIP

- National Honors Society 2017-2019 (NHS)
- Student Council (2015-2017)
- Track and Field (2017)