

# Melissa Merida Mena

## Registered Behavior Technician

### ABOUT ME

Motivated and compassionate 22-year-old bilingual, fluent in English and Spanish, professional with experience working with neurodivergent children and supporting individuals with Autism Spectrum Disorder through Applied Behavior Analysis (ABA). Proven ability to manage behavioral interventions, collaborate with clinical teams, and maintain a positive, structured environment. Strong background in client communication, organization, and data tracking, with experience in both clinical and office settings.

### WORK EXPERIENCE

#### Registered Behavior Technician

Blue Horizon Professional Group/ TukkosTherapy Center Inc

From 2023- Present

- Implement behavior intervention plans (BIPs) under the supervision of a BCBA
- Deliver individualized ABA therapy to neurodivergent children
- Collect, analyze, and document behavioral data accurately
- Collaborate with BCBA to adjust treatment goals based on client progress
- Apply positive reinforcement techniques to promote learning and behavior improvement
- Foster emotional regulation, communication skills, and independence

- Maintain professionalism, confidentiality, and ethical standards at all times
- Support social, communication, and daily living skill development
- Maintain a safe, structured, and supportive learning environment
- Communicate effectively with supervisors, families, and clinical staff
- Demonstrate patience, empathy, and professionalism when addressing challenging behaviors

#### Receptionist/ Office Assistant

Master Touch Installations

May 2022-December 2022

- Answered and directed incoming phone calls professionally
- Scheduled appointments and managed calendars for managers and field staff
- Coordinated appointments and material deliveries
- Organized and maintained physical and digital client records
- Addressed client inquiries via phone, email, and in person
- Maintained up-to-date billing records, receipts, and company documents
- Supported daily office operations to ensure efficiency and organization

#### Server

Wow Sandwich and Grill

August 2020- March 2022

- Provided excellent customer service in a fast-paced environment
- Processed cash, card, and online payments accurately
- Promoted menu items to increase sales and customer satisfaction
- Prepared and maintained clean dining areas
- Delivered food and beverages promptly and professionally
- Followed food safety, sanitation, and hygiene standards
- Trained new employees on restaurant procedures and policies

### SKILLS

- Applied Behavior Analysis (ABA)
- Behavior Intervention Plan (BIP) Implementation
- Data Collection & Documentation
- Experience with Neurodivergent Children
- Positive Reinforcement Techniques
- Emotional Regulation Support
- Client & Family Communication
- Bilingual: English & Spanish
- Patience, Empathy & Compassion
- Time Management & Organization
- Team Collaboration
- Confidentiality & Professional Ethics

### EDUCATION

#### Associate Degree in Arts

Florida SouthWestern State College – Fort Myers, FL  
2021 – 2024

#### Bachelor's Degree in Psychology

Capella University – Minneapolis, MN  
Graduated 2025

#### Master's Degree in Psychology

Capella University – Minneapolis, MN  
Graduated 2025