

Shante` Badson

sfbadson@gmail.com | (212) 470-3794 | Baltimore, MD

SUMMARY

Experienced Direct Support Professional with a strong background in customer service and property management. Proven ability to provide compassionate care and support to individuals with developmental disabilities, ensuring their safety and well-being. Skilled in managing Airbnb properties, optimizing occupancy rates, and enhancing guest experiences. Holds additional certifications in administrative assistance and teaching aid. Adept at using Microsoft Office and social media management to ensure efficient communication and organizational support.

WORK EXPERIENCE

Elevate Spectrum

Baltimore, MD

Direct Support Professional

Apr 2025 - Mar 2026

- Provided direct care and support to individuals with developmental disabilities, ensuring their safety and well-being.
- Assisted clients with daily living activities, including personal hygiene, meal preparation, and medication administration.
- Implemented individualized care plans and behavioral support strategies to enhance clients' independence and quality of life.
- Maintained detailed and accurate documentation of clients' progress, behaviors, and any incidents.
- Collaborated with healthcare professionals, family members, and other stakeholders to coordinate comprehensive care.

Airbnb

Baltimore, MD

Hospitality Hostess / Property Manager

Jan 2017 - Dec 2025

- Managed day-to-day operations of multiple Airbnb properties, ensuring a seamless experience for guests from check-in to check-out.
- Coordinated with cleaning and maintenance teams to maintain high standards of property cleanliness and functionality.
- Responded promptly to guest inquiries and resolved issues to ensure a high level of customer satisfaction and positive reviews.
- Conducted regular inspections of properties to ensure compliance with Airbnb standards and local regulations.
- Created detailed property listings with engaging descriptions and high-quality photographs to attract potential guests.

CERTIFICATIONS

CPR / First Aid / AED, National CPR Foundation

Current

Administrative Assistant Certificate, Pro-Data, INC.

2010

Teacher's Aid Certificate, Young Adult Learning Academy

EDUCATION

New York Board of Education

Diploma

SKILLS

Social Media Websites • Communication • Problem Solving • Patience • Time Management • Behavioral Management • Documentation and Reporting • Adaptability • Active Listening • Microsoft Office