Alyssa Moreno

MENTAL HEALTH TECHNICIAN

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SUMMARY

Mental Health Technician with 2 years of inpatient experience on adolescent and adult psychiatric units and medical floors. Trained in crisis intervention and de-escalation techniques, completes safety checks and vital signs for up to 16 patients a shift and writes clear behavioral notes. Brings patience, compassion and strict confidentiality to every patient interaction.

SKILLS

- Crisis Intervention
- De-escalation Techniques
- Safety Checks
- 1:1 Observation
- Vital Signs
- EHR
- Confidentiality
- Basic Computer Skills
- Compassion
- Patience

EXPERIENCE

Mental Health Technician 01/2025 - Present

Hill Country Behavioral Health Austin, TX

Adolescent and adult inpatient units in a 72-bed psychiatric hospital.

- Monitor up to **16** patients a shift on 15-minute safety checks and 1:1 observation as ordered.
- Record vital signs, intake and output, and behavioral notes in the EHR before each shift report.
- Lead 2 daily psychoeducation and recreation groups on anger management and coping skills.
- Respond to behavioral emergencies with crisis intervention, settling 95% of codes without a physical hold.
- Examine belongings of new admissions for contraband and document every item removed.

Patient Safety Attendant 06/2024 - 12/2024

Capital City Medical Center Austin, TX

1:1 sitter role across 4 medical floors of a 300-bed hospital.

- Provided 1:1 observation for suicidal and confused patients on 3-4 shifts a week.
- Documented patient behavior every 15 minutes on observation flowsheets for the nursing team.
- Supported patients with meals, hygiene and walking while keeping the room free of hazards.
- Reported rising agitation and fall risk to nurses early, with zero falls on sitter shifts in 6 months.

EDUCATION

Bachelor of Arts 05/2024

Texas State University San Marcos, TX

Psychology

CERTIFICATES

Basic Life Support (BLS)

American Heart Association

11/2024

Satori Alternatives to Managing Aggression (SAMA)

SAMA

01/2025