

Marcus Lee

Home Health Aide | Veteran & PTSD Support Specialist
Duluth, GA |

Professional Summary

Dedicated and steady Home Health Aide with 6 years of specialized experience providing respectful, structured care to veterans and individuals managing PTSD. Skilled in establishing trust through consistency, active listening, and routine-based support. Committed to honoring service and promoting dignified, peaceful daily living.

Core Competencies

- Veteran-Centered Care & Companionship
 - PTSD & Anxiety Support Strategies
 - Daily Routine Development & Maintenance
 - Medication & Appointment Reminders
 - Respectful Communication & Boundary Awareness
 - Household Management & Meal Preparation
 - Crisis De-escalation Techniques (Non-Clinical)
 - Community Resource Navigation for Veterans
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Certifications & Training

- Home Health Aide (HHA) Certification – State of Georgia, Active
- Veteran Cultural Competency & Trauma-Informed Care Training – VA Community Care Network
- CPR & First Aid Certified – American Red Cross

- Mental Health First Aid – National Council for Mental Wellbeing
 - Safe Medication Handling
 - HIPAA & Confidentiality Compliance
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Professional Experience

Veteran Support HHA – Patriot Angels Home Care

Lawrenceville, GA | 2020 – Present

- Provide daily in-home care for 4 veteran clients with varying mobility and cognitive needs.
- Implement structured daily routines to reduce anxiety and provide predictability.
- Offer companionship through shared activities like reading, light gardening, and history discussions.
- Assist with VA appointment coordination, transportation, and benefit form organization (non-advisory).
- Act as a stable, neutral presence to help mitigate PTSD-related stress.

Residential Aide – The Veterans Haven Transitional Home

Atlanta, GA | 2017 – 2020

- Supported daily living activities for 12+ veterans in a transitional housing program.
- Facilitated morning and evening routines, promoting independence and structure.
- Modeled calm and patient communication in a communal living environment.
- Assisted program director with logkeeping and activity tracking.

Companion Caregiver – Family Private Duty

Gwinnett County, GA | 2016 – 2017

- Provided respite care and daily assistance for seniors, including several retired military personnel.
 - Focused on building trust through reliability and respectful engagement.
 - Managed light housekeeping, meal prep, and medication reminders.
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Specialized Veteran Care Experience

- Era-Specific Familiarity: Vietnam, Gulf War, Post-9/11 Veterans
 - Common Condition Support: PTSD, Anxiety, Depression, Mobility Limitations, Hearing Loss
 - Routine-Based Care: Morning/Evening rituals, medication schedules, appointment coordination
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Approach to PTSD Companionship

- Prioritizes environmental calm and reduced sensory triggers
 - Uses clear, direct communication and maintains consistent routines
 - Recognizes signs of distress and employs de-escalation through distraction or quiet support
 - Never forces conversation; honors silence and personal space
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Education

Home Health Aide Certification Program
Gwinnett Community School – Lawrenceville, GA
Completed: 2016

Continuing Education

- Annual Veteran Care Symposium – Atlanta VA (2019–Present)
- Trauma-Informed Care for Caregivers – Online Certification (2021)

- Understanding Agent Orange & Burn Pit-Related Illnesses – Caregiver Workshop (2022)
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Availability

- Schedule: Day shifts (8am–6pm), some early evenings
 - Assignment Preference: Long-term, one-on-one veteran cases
 - Service Area: Gwinnett County, North DeKalb, East Cobb
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References

Available upon request. Includes letters from veteran clients' family members and supervisors from veteran-serving organizations.