

Social E. Gator

Houston, TX | (281) 555-5555 | student@gator.uhd.edu

Education

University of Houston-Downtown

Bachelor of Science in Sociology

Houston, TX

Dec. 2018

University of Phoenix

Associate of Arts in Criminal Justice

Houston, TX

May 2011

Relevant Work Experience

Salvation Army Sally's House

Case Specialist Intern

Houston, TX

Aug. 2015—*Present*

- Conducted daily assessments on new clients to establish baseline needs and resources
- Provided case management services to clients of the homeless population, clients who have experienced substance abuse issues, and the mentally ill population
- Facilitated weekly group and individual psychoeducational sessions on topics of trauma, domestic violence, and substance abuse
- Developed plans for clients aged 18-30 who had successfully completed the required program
- Ensured clinical documentation was completed within a timely matter to track 10+ clients progress

St. Mark Lutheran Church and School

Extended Care Teacher

Houston, TX

Jan. 2015—Mar. 2015

- Monitored development and learning outcomes for students to ensure completion of required course work
- Delivered small group instruction to students ages 5-11, daily devotions, and homework help in math, English, and science subjects to increase skills
- Created and maintained student files: writing reports of injuries, daily homework activities, and daily classroom attendance
- Communicated with school personnel and parents regarding students' achievements and behavioral issues
- Maintained classroom management to ensure the safety of the 30+ students

O'Connor and Associates

Lead Records Clerk

Houston, TX

Feb. 2007—July 2012

- Trained 30+ staff on daily operations of the file room for the yearly tax season
- Entered data into File-trail, and PaperWise systems to ensure accurate records of clients' personal tax information. Worked closely with litigation legal department and assisted trail data information.
- Inventoried office supplies and ordered supplies for all departments
- Booked flights, hotels, and restaurant reservations for meetings and company events utilizing Concur
- Provided customer service to clients for tax related reasons and relief for receptionists
- Sorted incoming and outgoing mail, working postal equipment and passing out mail throughout departments

Volunteer Experience

The Houston Food Bank

Customer Service Specialist

Houston, TX

Sept. 2014—Present

- Provide support by checking in 30+ volunteers and organizing holiday events for those less fortunate
- Answer calls from the community inquiring about meal delivery services and enter 50+ new client information into database weekly

Computer Skills

Microsoft Office: Word, Excel, PowerPoint, Outlook