

Robert Smith

Volunteer Client Advocate

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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PERSONAL STATEMENT

Highly qualified individual offering more than 20 years of social service experience. Results focused and effectual leader with proven ability to develop and maintain programs. Talent for proactively identifying and resolving problems, eliciting program support, referrals, volunteers and donations. Ability to collaborate with other agencies. Ability to work with diverse groups. Walks with integrity.

WORK EXPERIENCE

Volunteer Client Advocate

ABC Corporation - July 2014 - September 2015

Responsibilities:

- Collaborated with team from various professions to develop a program providing social and supportive services to first time female felons.
- Established measures for tracking progress of clients.
- Assisted clients charged with felonies in accessing services to assist in developing life skills that prevent reoffending.
- Connected clients to mental health and substance abuse services as needed.
- Assisted women with building resumes, finding employment, and applying for benefits.
- Advocated on behalf of clients in the courtroom with judges and attorneys in both family and criminal court.
- Conducted needs assessment with clients in and out of jail.

Client Advocate

ABC Corporation - 2012 - 2014

Responsibilities:

- Resolved questions regarding clients mortgages, including payments, escrow, documents, and web services.
- Utilized a variety of programs to respond to client inquiries.
- Assisted in the training of new client advocates by reviewing call structures and client satisfaction requirements.
- Recognized my management for client compliments.
- Received 100% client satisfaction award.
- Skills Used Training in client satisfaction and call structure.
- Mortgage information training.

Education

Bachelor's in Psychology - August 2009(University of Oklahoma - Norman, OK)

SKILLS

Microsoft Office, Can type average of 88 WPM., Customer Service, Management, Data Entry, Coaching.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)