

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Capable Counselor ready to offer knowledge and abilities to challenging role in Substance Abuse. Familiar with helping people of different ability levels enjoy recreation and enhance wellness. Safety-oriented and observant with basic First Aid and CPR training. Currently examining myself to get licensed to be able to perform at full capacity in the job.

## SKILLS

- Personnel records maintenance
- Word processing
- Active listening
- Administrative skills
- Personnel engagement
- Group activity implementation
- Accurate recordkeeping
- Positive relationships
- Safety guidelines
- Behavioral assessment
- Check in and checkout procedures
- Campsite cleanup
- Interpersonal and written communication
- Diagnostic ability
- Crisis intervention
- Family therapy background
- Successful private practice
- Treatment planning
- Mental health support
- Adolescent Development
- Family therapy aptitude
- Missions Mobilization
- Mood disorders specialist
- Therapeutic expertise
- Suicide precautions expertise
- Practiced in family assessments

## EXPERIENCE

- 03/2017 to Current   **Human Resources Assistant**  
**Casa Systems – Lawrence, MA**
- Set up appointments, meetings and conferences with employees to discuss and mitigate personnel incidents.
  - Worked with HR management to devise and update policies based on changing industry and social trends.
  - Conducted employment verification and background investigation to facilitate hiring process.
  - Developed and maintained training materials and benefits packets for new hires.
  - Filed documents, delivered mail and performed bookkeeping to facilitate office operations of HR department.
  - Developed job postings, recruited candidates and scheduled interviews to fill vacant positions.
  - Reconciled payroll accounts to keep accurate accounting records for tax filing and measuring financial health.
  - Assisted in employee termination procedures to facilitate consistency and reduce chance of discrimination claim.
  - Provided Human Resources Director with monthly, quarterly and weekly reports to track mandatory requirements.
- 11/2016 to 01/2017   **Store Associate**  
**Burlington Stores Inc – Swanton, OH**
- Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.
  - Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.
  - Bagged, wrapped and packaged purchases according to customer needs.
  - Answered questions about current promotions and resolved issues according to store policies.
  - Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.
  - Maintained current store, product and promotional knowledge to drive consistent sales.
  - Assessed assigned areas and displays to maintain presentable condition, restocking and reorganizing merchandise as needed.
  - Engaged positively with each customer, providing professional and polite support for sales and service needs.
  - Monitored sales floor to identify customers in need of assistance and merchandise in need of replenishment.
- 08/2014 to 05/2016   **Counselor-in-Training**  
**National Audubon Society – Unavailable, FL**
- Delivered seamless care, minimizing misuse and diversion through close collaboration with peers.
  - Assisted clients with identifying feelings and behaviors by asking open-ended questions.
  - Accurately documented all observations, interventions, and concerns in patient charts and electronic systems, sustaining continuum of care from admission through to discharge.
  - Taught clients anger management techniques, relaxation skills, impulse control, social skills, emotional coping skills and functional living skills.
  - Collaborated closely with treatment team to appropriately coordinate client care services.
  - Explained principles, techniques and safety requirements of different activities to participants to prevent injury.
  - Set up decorations, equipment and food service stands for various entertainment activities.
  - Adjusted activity plans to better engage users of differing ability or interest levels.
  - Cultivated effective relationships with campers, parents and other camp counselors by utilizing active listening and dynamic interpersonal skills.
  - Checked on campers struggling with various social and recreational skills to maintain camper and parent satisfaction.
  - Developed camp emergency procedures and shared with other counselors in preparation for serious event or injury.
  - Recorded comprehensive patient histories and coordinated treatment plans with multi-disciplinary team members.
  - Consulted with psychiatrists about client medication changes, issues with medicine compliance and efficacy of medications.
  - Developed appropriate policies for identification of medically-related social and emotional needs of clients.
  - Consulted with and developed appropriate treatment and rehabilitation plans for dually diagnosed patients.
  - Worked with parents and teachers to implement consistent behavior therapy techniques at home and school.

## EDUCATION AND TRAINING

- 06/2016                   **Master of Science: Substance Abuse Counselor**  
**Caribbean Central University - Bayamon, PR**
- 12/2014                   **Bachelor of Science: Psychology**  
**Sacred Heart University - Santurce, PR**  
Combined degrees, Bachelors and Master degree