

ROBERT SMITH

Lead Customer Advocate

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SUMMARY

Cash handling accuracy Excellent multi-tasker Organized Friendly Dependable Reliable Strong communication skills Punctual Flexible schedule Knowledge of MS office and POS.

CORE COMPETENCIES

Accounting, Data Entry, WindowsXP-8 , Technology Management.

PROFESSIONAL EXPERIENCE

Lead Customer Advocate

CitySquare - 2015 – Present

Key Deliverables:

- Worked with men, women and children who were attempting to leave a violent relationship.
- Took crisis calls, weekly on-call rotation, worked with in-house clients on short and long term-term goals.
- Responded to hospital call-outs, worked with local law enforcement and prosecution to ensure victim safety.
- Responsible for accompanying victims of domestic violence throughout the legal proceedings.
- Assisted victims in obtaining protection orders.
- Arranged emergency shelter for victims of domestic violence.
- Responsible for being a referral person to assist victims in acquiring services.

Advocate

ABC Corporation - 2011 – 2015

Key Deliverables:

- 45133 (937) 393-8118 Facilitating groups such as, Anger Management, Mens Domestic Violence Offender Program, Teen Anger Management, Parenting/Child Abuse and Youth Violence Prevention
- Assisting victims of domestic violence through court advocacy, safety planning, housing referral and crisis intervention
- Locating and connecting clients to important resources within the community or other areas of residence
- Planning and participating in multiple community awareness events and fundraisers
- Implementing and planning necessary support groups and activities
- Detailed documentation and client case management
- Planning and facilitating school/youth success programs that target "at risk" young children and teens.

EDUCATION