

JESSICA CLAIRE

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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