

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

SUMMARY

Trained Social Worker specializing in situational assessments, conflict resolution and effective communication. Demonstrates psycho-social assessment, treatment planning and advocacy skills. Adds value to any organization in need of great collaboration, interpersonal, and multitasking abilities.

SKILLS

- Internet savvy/Microsoft Office expertise/G-suite/Microsoft Teams
- Human relations
- SOAP notes
- Safety Planning
- Family Needs assessment
- Excellent communication skills
- Goal-oriented
- Case management
- Client advocacy
- Community referrals
- Client engagement
- Aftercare follow up
- Work ethic
- People skills
- Active listening
- Psycho-social assessments
- Confidential documentation and recordkeeping

EXPERIENCE

01/2022 to Current **Family Advocate Intern**

Acronym Media – New York, NY

- Partnered with families and provided resources to build growth that promoted better self-reliance.
- Identified appropriate community resources and provided referrals for services.
- Entered client data in centralized database and maintained up-to-date case records for all clients.
- Interviewed family members to assess situations, capabilities and problems.
- Referred family members to outside support options to assist with coping during times of increased stress.
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Explained available housing, domestic violence, employment, education and substance abuse treatment resources.

08/2021 to 10/2021 **Case Management Intern**

Children's Shelter Of Kaufman – City, STATE

- Built and maintained strong relationships with patients by successfully resolving issues and responding promptly to phone inquiries.
- Followed strict policies and procedures to maintain client confidentiality and keep data private.
- Met with clients to conduct needs assessments, recommending appropriate support and service offerings.
- Maintained updated progress notes and case record, and documented children's progress in recreational activities, treatment plans, and education.
- Recorded comprehensive case notes and follow up documentation for admitted and transferred clients.
- Coordinated case management functions through placement monitoring, crisis intervention and discharge planning.

03/2016 to 01/2022 **Account Manager**

Numo Mfg. – City, STATE

- Cultivated long-term relationships with clients to accurately quote pricing and terms that achieve customer objectives.
- Deescalated customer issues and concerns with prompt follow-thru.
- Oversaw multiple accounts and worked diligently to meet and exceed performance goals.
- Streamlined operational efficiencies by developing and implementing customer service protocols and standards.
- Strengthened online presence to capitalize on emerging trends.
- Boosted client satisfaction ratings by actively listening and resolving customers comments and concerns.
- Took daily inbound calls and key-entered orders, faxes, backorders and credit memos for assigned accounts and clients.
- Decreased process lags by training customer service representatives and planning advanced staff development.
- Trained 5 new employees each within a month in procedures and policies in order to maximize team performance.
- Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.

02/2007 to 01/2015 **Account Manager /Customer Service Representative**

Bluehand Supply – City, STATE

- Expressed appreciation for patronage, inviting and encouraging customer return visits.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges in order to provide speedy and accurate service to each customer.
- Strengthened operational efficiencies by developing organizational filing systems for confidential customer records and reports.
- Prevented key account losses by researching discrepancies for corrective action.
- Mentored junior team members and managed employee relationships.
- Provided top quality control and eliminated downtime to maximize revenue.
- Created and implemented process improvements to reduce workloads and bolster callback efficiency.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Answered 100 daily phone calls to resolve potential disaster customer issues.
- Achieved top satisfaction, retention and referral rankings on consistent basis.
- Directed customer communication to appropriate department personnel and offered information to resolve inquiries, boosting customer satisfaction.
- Greeted visitors or callers daily to handle inquiries or direct to appropriate persons.
- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.
- Maintained inventory in administrative building supply closet to prevent shortages of supplies.

EDUCATION AND TRAINING

03/2005

High School Diploma

Kaufman High School - Kaufman, TX

Bachelor of Science: Social Work

Liberty University - Lynchburg, VA

CERTIFICATIONS

Addressing Adverse Childhood Experiences through Trauma-Informed Care certification

Trauma-informed care training certified

Darkness To Light Certification training