

Jessica Claire

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PROFESSIONAL SUMMARY

Well-qualified individual with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision makers, customers and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

WORK HISTORY

SEXUAL ASSAULT ADVOCATE 07/2021 to 07/2022

E. & J. Gallo Winery | Roseville, CA

- Acute crisis intervention for victims of sexual assault
- Provided sexual assault crisis counseling during emergency response either in the community or in the hospital
- Participated in rotating shifts for hotline calls through the DCRCC hotline, providing counseling, support services and community education programs
- Provided in-person training to new onboarding staff during acute response to dispatch calls
- Communicated with Executive Director and Advocacy Services Coordinator regularly to address ways to improve serving victims, and input on training techniques useful for new onboarding staff
- Communicated with other agencies to coordinate victims needs include; forensic nurses, Metropolitan Police Officers, and Metropolitan Police Departments Sexual Assault Unit investigators
- Attended police reporting interview's with investigators, and SANE examinations with DC Forensic Nurse Examiners per victims request
- Made referrals to other organizations for legal, mental health, housing and other forms of advocacy and support in DC
- Supported victims through active listening, empathy, understanding and validation
- Provided transportation services and emergency housing for victims through various organizations in DC
- Provided safety planning to victims of intimate partner violence (IPV)
- Supported victims of the LGBTQ community through counseling and providing gender specific referrals
- Ability to identify when a victim is expressing suicidal ideation and provide intervention through S.A.L scale questioning, safety planning, or mandated reporting
- Collaborated with team members on case specific issues, and frequently discussed ways to enhance organizational outreach to further develop the advocacy program
- Empathetically communicated with victims to facilitate collection of evidence and employ treatments
- Detailed note taking during police interview and SANE exam questioning for demographic and shift report purposes
- Submitting all relevant case information including consent, referral, and victims compensation forms within 12 hours after shift has ended for case management follow-up

VCOUNTEER CRISIS HELPLINE COUNSELOR 01/2021 to 05/2022

The Stepping Stones Group | Parlier, CA

- Assisted the CAFY hotline on a rotating shift twice a week supporting victims of all crime
- Conversed with individuals on the helpline seeking crisis intervention assistance
- Provided emergency response in crisis situations to diffuse tensions and prevent violence through the helpline
- Supported victims, family members and witnesses through various organization and community resources
- Developed safety plans to meet victims' assessment of need
- Collected statistical data and updated documentation to maintain client records
- Completed report forms of victims personal information for case manager follow-up
- Engaged in monthly volunteer events held for victims and the community
- Evaluated risk to client or others by gathering information and conducting assessments
- Built safety plans to lower risk of crisis and intervened in specific manners outlined by procedures

LEGAL ASSISTANT 03/2011 to 05/2012

4th Judicial District Attorney's Office | City, STATE

- Worked alongside attorneys, administrative assistants and fellow legal assistants on complex cases and legal processes
- Maintained litigation docket and calendars for Division B County Court attorney, noting deadlines for responsive pleadings, motions and other important deadlines
- Worked closely with attorney to research, complete trial preparations and create document drafts for court use
- Managed day-to-day legal activities such as subpoena and investigation services for county court
- Kept up-to-date on case progress by frequently reviewing records and reporting findings to clients
- Answered multiple client calls per day to respond to inquiries, using open-ended questioning skills to attain applicable information
- Used database to prepare dockets or calendars of cases
- Responded to inquiries from general public regarding court appearance, trial dates, judicial procedures and fines
- Maintained docket calendar and database for misdemeanor and felony cases for Division B County Court
- Maintained court dockets and updated disposition of cases after court hearings and trials

EDUCATIONAL ASSISTANT 05/2006 to 09/2008

Community Partnership For Child Development | City, STATE

- Supported student learning objectives through personalized and small group assistance
- Collated classroom materials to help teachers prepare for daily instruction and activities
- Partnered with teacher to plan and implement lessons following school's curriculum, goals and objectives
- Kept classrooms clean, neat and properly sanitized for student health and classroom efficiency
- Collaborated with teaching staff to evaluate individual progress and recommend appropriate learning plans
- Provided individualized instruction and support to meet personal needs of each child
- Conducted in-home visits to maintain student and family relationships and student performance standards
- Observed children to identify individuals in need of additional support and developed strategies to improve assistance
- Communicated with parents and other staff about student progress

EDUCATION

Bachelor of Arts | Psychology 05/2020
University of Arizona Global Campus (UAGC), San Diego, CA

CERTIFICATIONS

- SAVRAA Sexual Assault Counselor Training - August 17, 2021
- SAVRAA Sexual Assault Advocate Training - August 20, 2021

SKILLS

- Case management
- Expertise in crisis intervention
- Trained in crisis counseling
- Employee training
- Interpersonal Communication
- Microsoft Office
- Problem-solving/conflict management
- Inbound/outbound calling
- Skilled in intake interviewing
- Excellent Written and verbal communication
- Remote work experience
- Legal/court processes
- Organizational efficiency
- Client service and support
- Task Prioritization
- Cultural Awareness