

# Jessica Claire

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## PROFESSIONAL SUMMARY

Hardworking Advocate working diligently on behalf of clients to obtain necessary assistance. Skilled in coordinating files and resources to meet routine and complex needs. Effective under pressure and in stressful situations. Support day-to-day program operations with expertise in records management and resource coordination. Skillfully meet diverse needs and address issues to maintain efficiency and program outreach. Demonstrated success in building long-lasting relationships. Caring and skilled peer recovery specialist passionate about positively impacting programs and helping participants by providing expert support. Familiar with **substance abuse disorder/ domestic violence/ sexual assault and crisis intervention** and always looking for ways to improve operations and personalize assistance. Well-organized and resourceful with detail-oriented and conscientious approach.

## ACCOMPLISHMENTS

I served as a volunteer Guardian ad Litem and worked closely with court system on behalf of the children, I am the author of the book "No One Would Listen" I am the voice for individuals who are victims of domestic violence, sexual assault, drug addiction. I am the voice of the one's who lost their lives and most of all I am the voice for the children.

## SKILLS

- Behavioral Management Planning
- Microsoft Access
- Implementing Client Care Plans
- Client Home Visits
- Client Needs Assessments
- Client and Family Interviews
- Active Listening
- Collaboration and Teamwork
- Verbal and Written Communication
- Maintaining Client Records
- Agency Service Requirements
- Client Intakes
- Data Confidentiality
- Scheduling and Appointment Setting
- Medical Records Review
- Written and Verbal Communication
- Supportive Counseling Techniques
- Community Mental Health Programs
- Safety and Risk Assessments
- Community Advocacy
- Coping Techniques
- Client Screening
- Behavioral Disorders
- Community Outreach Programs
- Youth Advocacy
- Admissions Processes
- Behavioral Intervention
- Mental Health Crisis Response
- Discharge Planning
- Microsoft Office
- Client Advocacy
- Crisis Intervention
- Youth Programming
- Group and Individual Counseling
- Life Skills Development
- De Escalation Tactics
- Behavior Support
- Behavioral Skills Development

## WORK HISTORY

**ADVOCATE** 11/2021 to CURRENT

**Maricopa County, Arizona | Mesa, AZ**

- Worked effectively with fellow team members to coordinate effective solutions to any question or concern.
- Supported individuals with legal, physical or mental health concerns in dealing with routine needs and complex problems.
- Organized supporting documentation for individuals under evaluation and coordinated paperwork transfers to correct staff members.
- Onboarded and monitored program participants and guided each through entry-level stages.
- Intakes for domestic violence victims

**PEER RECOVERY SPECIALIST** 12/2021 to 10/2022

**Brandywine Counseling | Wilmington, DE**

- Provided emergency response in crisis situations to diffuse tensions and prevent violence.
- Provided comprehensive case management services, created treatment plans and connected clients and families to appropriate resources.
- Displayed sensitivity to cultural and linguistic needs of clients and families served.
- Developed goal-oriented psychoeducational and activity therapy groups to improve clients' level of functioning.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Carried out day-day-day duties accurately and efficiently.
- Assisted with my clientele needs

**TECH/LIFE ENRICHMENT COORDINATOR** 04/2017 to 09/2019

**Capital Vacations | Lawrenceville, GA**

- Increased resident socialization through implementation of wide range of fun, educational and family-oriented activities.
- Collaborated closely with residents, using effective communication to better understand favorite activities.
- Coordinated holiday decorating of facility, garnering help of residents and volunteer staff.
- Planned zoo trips, shopping excursions and religious worship opportunities for residents.
- Provided one-on-one programs and activities for residents unable to participate in group settings.
- Scheduled educational activities, faculty lectures and departmental events to drive mission and values of institution.

**MANAGER** 07/2014 to 09/2018

**Dunkin Donuts & Baskin Robbins | City, STATE**

- Accomplished multiple tasks within established timeframes.
- Onboarded new employees with training and new hire documentation.
- Cross-trained existing employees to maximize team agility and performance.
- Maximized performance by monitoring daily activities and mentoring team members.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Applied customer feedback to develop process improvements and support long-term business needs.
- Evaluated employees' strengths and assigned tasks based upon experience and training.

## EDUCATION

**Bachelor of Arts | Psychology** 02/2022

**Southern New Hampshire University, Hooksett, NH**

**High School Diploma** 11/2000

**Hardcour Learning Dir, Scranton, PA**