

Professional Summary

Ambitious Service Member with excellent time management and the ability to work in a fast paced environment with difficult tasks. Highly effective at personnel communications and promoting positive relations. Dedicated to excellent and personable customer service.

Accomplishments

- Supervised team of 10 staff members, ensuring positive growth in their personal goals/achievements and professional development.

Skills

- Victim Services
- Call Centers
- Psychosocial Assessments
- Critical Thinking
- Legal Standards
- Team Development
- Emotional Support
- Victim Advocacy
- Mental Health Assessments
- Referral Management
- Clients Rights
- Data Integrity

Work History

Sexual Assault Victim Advocate, 04/2020 to Current

Alutiiq LLC – Elizabeth City, NC

- Supported victims, family members and witnesses through law enforcement, healthcare, and social services.
- Constructed referral list of agencies and community resources for victims' to provide aftercare services.
- Provided comprehensive assessment, goal setting, and service plans.
- Accompanied clients to court to clarify processes and procedures.
- Liaised with members of justice system on behalf of client.
- Coordinated individual and group counseling to meet victim service standards.
- Established treatment plans with short- and long-term goals.
- Spearheaded awareness through public speaking to community and business groups.
- Compiled detailed client histories using intake forms, interviews and assessments to build complete picture for determining optimal therapeutic approaches.
- Collected information about individuals or clients using interviews, observational techniques and other assessment methods.
- Wrote reports on clients and maintained required paperwork.
- Evaluated patients' goals, as well as mental and practical conditions, to develop individualized courses of treatment.
- Referred clients to other specialists, institutions or support services as necessary.
- Leverages excellent oral and written communication skills to interact professionally with staff and clients.

Instructor, 01/2015 to Current

First Watch Restaurants – Lancaster, PA

- Applied various teaching aids and materials to train over 150 personnel, certifying them as Combat Hunter's in the Department of Defense .
- Tracked student progress, frequently checking in with struggling students and identifying root causes of problems.
- Evaluated and revised lesson plans and course content to achieve student-centered learning.
- Observed other instructors and lecturers, gathering valuable techniques to be implemented into future lectures and courses.
- Emphasized safe working and classroom conditions and practices.
- Increased student participation by facilitating interesting and relevant events.
- Tested students on materials presented in workshops and classes to assess grasp of material.
- Used learning assessments to regularly monitor student understanding of class concepts and materials.
- Monitored student progress through test administration and adapted learning plans to optimize progress.
- Oversaw curriculum implementation and continuous improvement of industry best practices.
- Developed classroom guidelines and assignment rules to communicate expectations.
- Optimized learning plans, quantifying student progress through test administration.
- Reviewed class and student records to look for areas in need of improvement and implement plans of action.
- Created and implemented written and oral assessments.
- Created guides and course materials to reiterate lecture information and help students.
- Decreased learning time by initiating new learning methods and ensuring complete student comprehension.
- Assisted adults in professional development by creating and facilitating training on grammar and composition skills for business writing.

Enlisted Service Member, 05/2014 to Current

United States Marine Corps – City, STATE

- Delivered outstanding service to customers to maintain and extend relationships for future business opportunities.
- Answered customer inquiries by phone or email and responded promptly.
- Collected confidential financial information from clients to construct comprehensive financial plans.
- Upheld code of conduct and maintained professionalism in stressful situations.
- Coordinated with unit leadership and direct superiors for taskings and managed subordinates to execute.
- Trained in conflict resolution among subordinates, equals and superiors.
- Worked in dirty and uncomfortable conditions, sometimes in dangerous, deployed locations.
- Maintained awareness of subordinates' personal problems and shortcomings, supporting personal and professional growth.
- Trained in small arms, anti-armor and indirect fire weapons.
- Served in on-call capacity for last-minute or late-night taskings from leadership.
- Supervised more than \$50,000,000 in high-value equipment, maintaining zero loss record over 4 years from October 2015 to September 2020.
- Advised high ranking officers on operations, intelligence and risk assessments in daily briefings.
- Upheld Marine Corps dress and appearance regulations for professional appearance.
- Worked weekends and long hours in deployed locations to complete high risk, fast paced taskings.
- Operated communication systems and identification equipment.
- Completed Sergeants Course leadership program upon receipt of promotion as part of leadership development.
- Maintained required level of proficiency in use of firearms.
- Designated mandatory reporter for sexual assault and responder for suicide prevention situations.
- Responded to and assisted in medical emergencies.
- Gave individual evaluations based on fitness and combat readiness.
- Attended required training sessions and seminars.
- Assisted in conducting fire drills and evacuating buildings.
- Communicated with higher-ranking members of Marines and shared information with company.
- Dealt with inter-company conflicts to remove obstacles to troop readiness.

Cashier, 01/2012 to 04/2014

Epic Theatres – City, STATE

- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Worked flexible schedule and extra shifts to meet business needs.
- Helped customers complete purchases, locate items and join reward programs.
- Restocked and organized merchandise in front lanes.
- Answered questions about store policies and addressed customer concerns.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Collected and authorized payments of guests.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Checked identification for proof-of-age for alcohol and tobacco sales.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Completed inventory counts and ordered merchandise.
- Used POS system to enter orders, process payments and issue receipts.
- Operated cash register to record transactions accurately and efficiently.
- Performed cash, card and check transactions to complete customer purchases.

Education

Bachelor of Science: Information Technology, 06/2023

American Military University - Quantico, VA

High School Diploma: 05/2013

East Ridge High School - Clermont, FL

Certifications

- Certified Sexual Assault Victim Advocate, DSACP- 2020
- Certified Combat Hunter Instructor, U.S. DOD-2015
- Certified Combat Life Saver, USMC- 2015
- Certified SERE-C, USMC-2018
- Certified in Leadership development, USMC-2016