

CHANG BEATTY

address

175 Kling Route,
Phoenix, AZ

tel +1 (555) 752 5517

Experience

Cremin LLC

Dallas, TX || Advocate || 04/2018 – present

- Fluent in English and German (C1 proficiency, oral and written)
- Excellent customer service skills and customer handling experience
- Acts confidently in ambiguous situations
- Takes well thought-out action to evaluate, troubleshoot, and follow-up on customer issues, including testing, replicating, and escalating scenarios
- Fluent in English (no less than C1 proficiency, oral and written)
- Social work, behavioral health, disease prevention, health promotion and behavior change (working with vulnerable populations and Medicaid)

Beier, O'Keefe and Willms

Dallas, TX || Advocate || 12/2010 – 12/2017

- Familiarity and knowledge of APIs and webhooks
- Own standards for how we interact with our community
- Establish and maintain external rules of engagement for the community
- Identify where to meet our community where they are today (Reddit, StackOverflow)
- Act as a stakeholder for any developer resources, such as our new, to-be-built developer community
- High level of comfort writing code that leverages APIs
- Experience with presenting content to developer audiences
- Experience with developer relations

Education

Baylor University

Bachelor's in Education

Skills

- Preferred experience with Rapid Re-housing programs and/or transitional housing programs
- Experience offering case management to at-risk populations, offering a trauma-informed approach
- An ongoing commitment to providing trauma-informed services to program participants and others
- High level of empathy, flexibility and comfort providing support and advocacy to people experiencing domestic violence
- Skill in reading documents written in standard English text such as administrative policy and procedures manuals