

JESSICA CLAIRE

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SKILLS

- Government Subsidy Programs
- Attention to Detail
- Case Management
- Behavioral Management Planning
- Client Needs Assessments
- Verbal and Written Communication
- Collaboration and Teamwork
- Active Listening
- Client Assistance Referrals
- Agency Service Requirements
- Program Evaluation and Improvements
- Microsoft Access
- Client Home Visits
- Maintaining Client Records
- Customer Service
- Relationship Building
- Implementing Client Care Plans
- Client and Family Interviews
- Positive Reinforcement Methods
- Youth Programming
- Goal Setting
- Community Mental Health Programs
- Scheduling and Appointment Setting
- Quality Assurance
- Cultural Sensitivity
- De Escalation Tactics
- Youth Advocacy
- Application Processes
- Client Advocacy
- Behavioral Disorders
- Safety and Risk Assessments
- Behavioral Skills Development
- Community Resource Navigation
- Career Development
- Data Confidentiality
- Program Coordination and Execution
- Case File Management
- Workflow Management
- Life Skills Development
- Crisis Intervention
- Problem Solving
- Community Service Programs
- Data Collection and Entry
- Supportive Counseling Techniques
- Client Screening
- Microsoft Office
- Behavioral Intervention
- Problem-Solving
- Community Advocacy
- Client Intakes
- Coping Techniques
- Employee Training
- Written and Verbal Communication
- Community Outreach Programs
- Mental Health Crisis Response

EDUCATION AND TRAINING

South University
Savannah, GA
Criminal Justice

SUMMARY

Maintain efficient program operations by applying strong document management and resource coordination skills to day-to-day needs. Conscientiously address any need and resolve concerns to promote efficiency and maximize service outreach. Proven relationship-building and planning abilities. Compassionate Advocate with outstanding communication skills. Goes extra mile to provide assistance to victims of abuse through proficient knowledge of court procedures, network of resources, and hard work. Hardworking Advocate offering deep dedication to meeting client needs. Empathetic and caring and quickly building rapport. Maintain confidentiality with sensitive and health-related matters.

EXPERIENCE

Maricopa County, Arizona - Advocate
Phoenix, AZ • 03/2020 - Current

- Completed reports, paperwork and documentation accurately and on time.
- Identified appropriate community resources and provided referrals for services.
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Built trust and rapport with clients by delivering information on all services and supporting client decision making.
- Built knowledge of resources available to victims, either through private groups, publicly sponsored programs or community resources.
- Responded to hotline calls, offering assistance and support information after assessing needs.
- Developed plans to meet needs of families concerning education and skills.
- Updated case files to reflect all changes, maintaining confidentiality and accuracy.
- Collaborated with program specialists and staff to provide each child and family full benefits of program.
- Professionally worked with members of press, judiciary and law enforcement.
- Attended hearings with victims to provide emotional support.
- Met with supervisor every week to discuss case challenges and brainstorm issue resolution strategies.
- Made appropriate referrals and follow-up referrals to be certain families received needed services.
- Skilled in working with victims of violent crime to deal with emotional and financial impacts.
- Communicated with parents and guardians on ongoing basis through face-to-face meetings, newsletters and phone calls.
- Advocated for victims during difficult situations by filing police reports and connecting to needed services.
- Informed victims about legal processes and timelines.
- Participated in meetings to help clients prioritize actions and establish short- and long-term goals related to all issues.
- Partnered with teammates to develop programs to improve client follow up and contact.

Dierbergs Markets - Business Owner/Operator
Ellisville, MO • 03/2019 - Current

- Managed operations budgeting, accounts payable and accounts receivable and payroll.
- Kept records for production, inventory, income and expenses.
- Reconciled daily sales, prepared bank deposits and assessed financial transaction reports.

Village One Stop - Deli Associate
City, STATE • 03/2013 - Current

- Maintained work areas to reduce potential for illness or injury.
- Sanitized and kept work areas tidy by cleaning surfaces, equipment and floors, removing trash and maintaining machinery.
- Answered telephone inquiries about available menu items, products and services and delivered appropriate information so customers could make valid choices.
- Received new inventory and rotated stock by dates to keep items fresh and usable.
- Cleaned utensils, dishes and glasses for customer use.
- Closely adhered to food safety and sanitation procedures established by company and regulatory agencies.
- Organized ingredients and restocked supplies to prepare for busy periods.
- Worked with customers placing large or specialized orders, providing samples and recommendations and responding to requests.
- Stored perishable food items in freezer or refrigerator to protect from spoilage.
- Followed recipes and customer requests to prepare high-quality, delicious meals.
- Gave exceptional customer service to guests during peak business periods, resulting in increased sales and boost in revenues.
- Updated food displays, cases and other customer-facing areas to increase sales of special items.
- Checked and recorded refrigerator and freezer temperatures to maintain food quality and freshness.
- Created aesthetically pleasing food arrangements for special orders and party trays.

Anderson Fabrics Inc. - Bonising
City, STATE • 03/2008 - 03/2014

- Inspected final results and compared to production order to support quality assurance.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Demonstrated leadership by making improvements to work processes and helping to train others.