

Jessica Claire

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PROFESSIONAL SUMMARY Resourceful problem solver looking to obtain a challenging position, bringing exceptional office skills, with a record of accuracy, I'm a reliable and thorough person with superb customer relations.

SKILLS

- Computer Proficiency
- Detail-oriented
- Salesforce software
- Customer service
- Compassion
- Responsible
- First Aid/CPR
- Office administration
- Multi-line phone proficiency
- Employee timesheet processing

WORK HISTORY **ADVOCATE MANAGER** 01/2019 to 05/2021

State Of Louisiana | Gretna, LA

- Responsible for direct and indirect advocacy across care continuum with emphasis on safety for domestic violence and sexual assault clients.
- Administrative support to maintain and upkeep client files.
- Manage specialized web-based victim service database (Salesforce) as well as other databases required for reporting purposes.
- Submitting quarterly grant reports.
- Reached out to individuals eligible for services to solicit applications and offer assistance.
- Onboarded and monitored program participants and guided each through entry-level stages.
- Worked with clients to improve life choices and maximize benefits of programs.
- Coordinated referrals and direct support for at risk clients.
- Determined needed and relevant interventions based on each client's cognitive abilities and current needs.
- Oversaw day-to-day activities of residents in domestic violence facility.
- Improved clients' coping with routine life activities such as food budgeting and rental payments.
- Educated potential participants on available services and processes to engage in program.
- Identified service gaps and located needed resources for individuals, including housing, work placement and other support.

Housing Supervisor

11/2015 to 10/2018

Ucla Health | Jacksonville, NC

- Supervise staff and perform complex administrative functions associated with HUD roles, including coordinating information and legal documents to re-certify or admit residents; submitting documents to agencies; coordinating building maintenance activities; assisting with budgets; and performing related administrative and fiscal duties.
- Monitored timely receipt and reconciliation of rent collections in accordance with landlord and resident statutes.
- Maintained operational facilities attractive to potential tenants by organizing regular maintenance, major repairs and capital improvement projects.
- Completed final move-out walk-throughs with tenants to identify any required repairs.
- Maintained original leases and renewal documents in digital and hardcopy format for property management office.
- Handled tenant complaints promptly and appropriately, calling in repairmen and other support services as needed.
- Verified income, assets and expenses and completed file tracking sheet for each applicant.
- Followed up on delinquent tenants and coordinated collection procedures.
- Monitored progress of construction and maintenance projects and notified appropriate individuals of project updates, delays and schedule changes.
- Introduced prospective tenants to types of units available and performed tours of premises.
- Organized and participated in meetings to give residents opportunity to ask questions and provide forum for issues to be addressed.
- Coordinated with janitorial and engineering staff on maintenance and upkeep.
- Maintained sufficient number of units market-ready at all times.

Assistant to Executive Director

06/2013 to 11/2015

Elwyn | Oakley, CA

- Performed variety of moderately difficult clerical functions in support of office/department staff, including composing correspondence; processing purchase orders; processing rent; answering telephone, assisting customers or directing requests to appropriate staff; entering information into computer system; processing accounting; and performing related functions in support of department operations.
- Crisis intervention specialist/Moffat county youth services.
- Supported and assisted executive director in management of facility budgets and business practices.
- Monitored overtime and addressed staffing and scheduling issues with department leaders.
- Assisted senior leadership in managing all aspects of operations.
- Built and strengthened relationships with vendor representatives in order to maintain consistent supplies.
- Oversaw business calendar of events and scheduled key initiatives.
- Oversaw vendor delivery deadlines and requirements to fulfill priority contracts.

Crisis Intervention Specialist

06/2009 to 06/2013

Moffat County Youth Services | City, STATE

- Intervention and mediation services; tracking and documenting activities of high-risk youth/preparing reports for supervisor, Moffat County Courts, local law enforcement and juvenile detention centers; juvenile detention screenings and assessments, clarifying probation orders, bond orders and school violations.
- Provided progress reports, assisted clients in involvement w/school, counselors and job searches; arranged for placement and transportation of youth.
- Member of on-call emergency response team for crisis intervention within facility.
- Evaluated risk to client or others by gathering information and conducting assessments.
- Used skills such as active listening and collaborative problem-solving daily to connect with youth and parents and address concerns.
- Evaluated patients based on mental and physical parameters discovered through interviews and standardized assessments.
- Worked with family members to develop support networks and multifaceted coping techniques focused on client needs.
- counseled and helped to stabilize youth and caregivers in crisis situations.
- Documented risk to each client and context of concerns.
- Provided emergency response in crisis situations to diffuse tensions and prevent violence.
- Built safety plans to lower risk of crisis and intervened in specific manners outlined by procedures.
- Conversed with individuals in crisis which called or texted hotline for assistance.
- Developed and implemented treatment plans and modified according to presentation.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

EDUCATION

Diploma

Moffat County High School, Craig, CO

GPA: 3.5

NoDegree | Accounting

Barnes Business College, Denver, CO

GPA: 4.0

School burned down before finishing. All records were lost.

ACCOMPLISHMENTS

- Social Emotional Learning Team for NWCH for 1 year~Sat on the Adult Protection Team for 6 months~Sat on the Child Protection Team for 2 years~Member of DVRT and SART Team for 2 years~Treasurer for Craig Senior Citizens for 2 years~Secretary for Craig Senior Citizens for 3 years~Sat on the board for Senior Social Center for 3 years2.