

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Hardworking Advocate working diligently on behalf of victims of Domestic Violence. Skilled in coordinating files and resources to meet routine and complex needs. Effective under pressure and in stressful situations.

SKILLS

- Positive communication skills
- Prioritizing Safety
- Regulatory compliance
- Scheduling
- Excellent multi-tasking ability
- Team building
- Clinical support
- Clinical documentation
- Clinical assessment
- Clinical observations
- Responsiveness
- Conscientiousness
- Records Management
- Interdisciplinary teamwork
- Program coordination
- Work ethic

WORK HISTORY

09/2020 to 02/2023 **Advocate**

Inova Federal Credit Union

- Engaged in and role model direct conflict resolution and mediation.
- Maintained Confidentiality in accordance with Alaska Statute 18.66.200
- Maintained working knowledge of Federal and State laws that affect victims of domestic violence and sexual assault
- Implemented policies, protocols and services designed to provide advocacy and support to victims who are or have experienced domestic violence and/or sexual assault or individuals who are impacted by domestic violence and/or sexual assault
- Provided support services to victims and other individuals impacted by domestic violence, and sexual assault who are residing in emergency shelter, calling on the phone, a non-residential walk in, or a partner or prior victim of a man in batterer's intervention
- Support services included active listening, safety planning, case planning, information and referrals, and advocating with other community agencies
- Provided advocacy to victims of sexual assault and domestic violence at the hospital as requested through law enforcement and forensic nursing
- Provided case management to long-term residents and participants in transitional housing
- Participated in SART on-call schedule
- Facilitated or co-facilitate groups as needed
- Provided back-up as necessary for court advocacy when legal advocate is unable to attend
- Provided referral source to the SANDMAN Legal Advocacy Project, ALSC, and IAC's legal program
- Maintained accurate client records including statistical records, file management, and summary of contacts according to IAC confidentiality policies and program procedures

11/2014 to 12/2017 **Office Manager And Dispatcher**

Mid-America Apartment Communities, Inc

- Compared vendor prices to ensure optimal savings.
- Optimized organizational systems for payment collections, AP/AR, deposits and record-keeping.
- Tracked and recorded team expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Arranged corporate and office conferences for company employees and guests.
- Provided complete meeting support, including materials preparation and notes or minute taking.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Trained 20 new employees in various procedures and gave feedback on daily work performance to increase productivity and caller satisfaction.

10/2005 to 05/2008 **Law Office Assistant I**

Office Of The Attorney General

- Established law library database accuracy by maintaining legal records to regulate disparities and perform updates.

- Managed billable hour tracking, payroll, client invoicing and attorney schedules.

- Reviewed and analyzed government and judicial structures, as well as arbitration concepts and negotiation techniques.

- Coordinated trial exhibits by organizing materials, writing documentation and preparing displays.

- Created highly researched and articulate legal paperwork such as pleadings, contracts and briefs.

- Developed polished legal documents, including motions and briefs, to support litigation processes and court proceedings.

- Researched state statutes, decisions, legal articles, codes and documents.

- Worked alongside attorneys, administrative assistants and fellow legal assistants on complex cases and legal processes.

05/1995 to 12/2003 **Leasing Manager**

Lee Enterprises

- Explained terms of lease and amounts to be paid to tenants.
- Trained leasing professionals on regulatory requirements, company policies and office procedures.
- Maintained operational facilities attractive to potential tenants by organizing regular maintenance, major repairs and capital improvement projects.
- Collected, completed and processed lease applications.
- Created and submitted daily reports on leasing activities.
- Kept records accurate, detailed and fully compliant with reporting requirements to meet all state, local and federal housing requirements.
- Conducted property showings to highlight features, answer questions and redirect concerns to close contracts.
- Managed daily and weekly marketing and leasing plans.
- Developed and implemented tactical marketing plans.

EDUCATION

IAC Trainings

Annual Training

Civil Rights Training 2020

Child Abuse and Neglect 2020

Child Abuse and Neglect Shelter Procedures 2020

Adult Protective Services Mandatory Reporter Training

Additional Direct Service Training

Saving Brains, A Grand Challenge

Lundy Bancroft - Inside the Minds of Angry and Controlling Men Jackson Katz - Violence Against Women-It's a Man's Issue

Beyond the Cliff | Laura van Dernoot Lipsky

Safety Planning with Domestic Violence Survivors: Core Concepts

The Silence

A Healing Journey for Alaska Natives: Responding to Survivors of Violence

Historical Trauma among Alaska Native People

This Is The Story Of Alaska Natives' Fight For Their Land

How Alaska Native Women Are Healing From Generations Of Trauma

Preventing Strangulation in Interpersonal Violence and Sexual Violence Crimes

Title IX

What is Privilege

Time Wise on White Privilege

Stalking Real Fear, Real Crime

Stalking Connecting the Dots The Use of Technology to Stalk

Divorce and Custody videos

Hearing and Trial preparation videos

Domestic Violence video

Two Homes video

Understanding OCS cases