

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

An industrious, organized professional with excellent analytical and observational skills who enjoys working as a team-player, and desires to work for a professional company in the Human Services Field.

SKILLS

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| • Conflict resolution skills | New Hire Orientation |
| • Superior Organizational Skills | Records Maintenance |
| • Exceptional interpersonal skills | |
| • Ability to work effectively with a team | Awareness of federal and state employment related laws and regulations |
| • Excellent Customer Service Skills | |
| • Effective Problem Solving Skills | |
| • Excellent Critical Thinking Skills | Risk management processes and analysis |
| • Detail Oriented, ability to maintain confidentiality | |
| • Experienced interviewer and trainer | Process implementation |
| • Able to perform in critical or unusual situations | |
| • Capable of dealing with cyclical workload pressures | COMPUTER SKILLS - HRIS, XP Professional/Windows 10, Microsoft Office (Microsoft Word, PowerPoint, Excel) Trained in Basic SPSS software, Microsoft Outlook; Internet Explorer, Google, Windows Live, ChildPlus, Sen-track database |

WORK HISTORY

- 01/2012 to 04/2012 **Veteran Advocate Intern**
Petsense – Roanoke Rapids, NC
- Collected veteran information through interviews, observations and test Completed holistic care plan for homeless veteran and 30 day reviews Referred Veterans to other agencies based on their needs Prepared appropriate reports for use by collaborating organizations Attended program staff meetings, treatment reviews Conducted meeting to inform team members of new resources Updated Veteran information in Base Camp database Managed 15 Veterans Liaison with local agencies to assist homeless Veterans Conducted research for other programs to assist homeless Veterans Conducted follow- up interviews on a monthly basis Determined Veteran's eligibility for the homeless program.
- 02/2016 to 04/2018 **Intensive Supervision Officer**
South Carolina Department Of Juvenile Justice – City, STATE
- Monitors Juvenile Offenders sentenced to probation and parole Provide innovative ideas to improve efficiencies to accomplish work Manage case load of 18 juvenile Scan documents for appropriate record keeping purposes Sends out referral for mental health counseling and alcohol and drug treatment Conducts interviews, maintains detailed case notes Acts as a liaison by reporting probation violations to the court with violation details Employment assistance Maintains case notes in database, completes monthly reports Conducts daily, weekly and monthly interviews Carries out risk assessments in order to protect the public for further possible offending Provides pre-sentence reports for court on juveniles charged with an offences, which helps judges decide what sentence should be passed Attending court , sometimes to testify about written recommendation reports Instructs and conducts juvenile prevention classes Explain Probation Court Orders / Parole Guidelines.
- 06/2014 to 02/2016 **Hunan Services Specialist**
South Carolina Department Of Social Services – City, STATE
- Engage children and families in development of treatment plans Manage case load of 35 - 53 children Assisted with Shelter duty in emergency situations Scan documents for appropriate record keeping purposes Supervised 4- 5 Case Managers Conducts interviews, elicit pertinent information from reporters of child abuse and neglect.
 - Strong written, oral, and interpersonal communication skills.
 - maintains detailed case notes Provide innovative ideas to improve efficiencies to accomplish work Acts as a liaison by reporting to the court, when families are not willing to incorporate with DSS Maintains case notes in database, completes monthly reports Maintain confidentiality and comply with policies and procedures Consultation with Law Enforcement; prepare court documents; collaborate with Guardians ad litem; & service providers Attending court to testify about written recommendation reports Train new staff on policies and procedures, demonstrate integrity.
- 10/2012 to 06/2014 **DUI Probation Officer**
Sentinel Offender Services – City, STATE
- Monitors State Offenders sentenced to probation Manage case load of 250 probationer Scan documents for appropriate record keeping purposes Conducts interviews, Maintains detailed case notes Administers and reevaluates drug screens Acts as a liaison by reporting probation violations to the court with violation details Assisted with interviews and trained New Hires Evaluated New Hire Progress as well as Individualizes Improvement plans Maintains case notes in database, completed monthly reports by monthly deadlines Conducts weekly and monthly interviews with offenders Carries out risk assessments in order to protect the public for further possible offending Provides pre-sentence reports for court on individuals charged with an offences, which helps judges decide what sentence should be passed Attending court, to testify about written recommendation reports Participate in annual review and performance management process via training and reporting activities as assigned.
- 08/2012 to 10/2012 **Family Service Worker/Georgia Pre**
CSRA EOA Head – City, STATE
- Recruit and enroll participants that qualify for Head Start and Pre-k partnership program Review and verify eligibility criteria for 40 to 60 potential participating families Scan documents for appropriate record keeping purposes Assist participating families with locating financial, educational and other informational resources Ensure that participating child medical, health and dental requirements are met Maintain ongoing communication with families by following up with parents Contact family pediatrician, dentist, and other medical professionals for update of all health documents Responsible for meeting or exceeding program requirements for participant's healthcare, mental health/disabilities, social services and parent involvement.
 - Process referrals for children with behavior and/or developmental concern Assist families with finding a medical/ dental home and maintaining medical insurance.
- 12/2003 to 08/2012 **Rehabilitation Care Technician**
Walton Rehabilitation Hospital – City, STATE
- Provide direct care to patients suffering post-acute medical injuries Perform EKG's, vital signs, bathing, and intermittent cauterizations Assist patients with multiple chronic diagnoses including: Chronic Obstructive Pulmonary Disease, Asthma, Traumatic Brian Injury, Cerebrovascular accident* Record and document patient's behavior, assist with admissions and discharges Monitor and record patient's glucose, weight, pulse oximetry, and I/ O Assist in Emergency Code situations, by calling additional personal, gathering emergency equipment and/ or starting Cardiopulmonary resuscitation (CPR).
- 06/2001 to 07/2003 **Team Lead**
SITEL Corporation – City, STATE
- Complete department Payroll and maintain updated attendance performance reports for Customer Care staff.
 - Maintain accurate department staffing plans.
 - Scan Human Resource documents to accounting for appropriate record keeping purposes.
 - Maintain accurate performance reports for subordinates and follow up as needed.
 - Issue corrective action, PIP - Performance evaluation Plans, evaluations on each team member, as required Maintained time card and requested time off per policy Complete performance evaluations on all staff in a timely manner.
 - Create, compile, maintain and publish statistic/data reports to be used by other members of the organization.
 - Communicate with other departments and contractors via phones, video conference, skype and e-mail in a clear, concise and professional manner to resolve pending customer issues.
 - Participate in annual review and performance management process via training and reporting activities as assigned.
 - Provide innovative ideas to improve efficiencies to accomplish work Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
 - Participate in auditing Department tasks/functions to identify process improvement opportunities.
 - Participate in Department Leadership meetings and/or conference calls on a regular basis.
 - Complete department special projects as assigned by the Department Manager.
 - Performs any other task as deemed necessary by the Organization.

EDUCATION

- 2019 **Master of Science: Human Resource Management Human Resource Generalist**
Strayer University - Augusta, GA
Human Resource Management Human Resource Generalist
- May 2012 **Bachelor of Arts: Sociology**
Augusta State University - Augusta, GA
Sociology GPA: 3.35

Quantitative Methods of Research I and Research Methods II, Methods in Sociological Research, Psychology, Social Problem Analysis, Health Psychology, Gerontology, Sociology of Death, Grief and Caring, Medical Terminology, ROFILE

More than ten years of experience in human services and healthcare related fields

Demonstrated ability to learn new skills and concepts quickly Proven interpersonal skills acquired through work experience, academic projects and mentor and leadership opportunities Acknowledge for exceptional organizational and management skills Self-motivated, able to effectively set priorities to achieve immediate and long-term goals and meet operational deadlines Excellent oral and written communication skills developed through numerous class presentations, essays and reports while pursuing my degree Diligent and able to adjust to fast pace environment Extremely reliable under pressure

SKILLS

academic, accounting, ad, auditing, Basic, interpersonal communication, Excellent oral, interpersonal skills, oral, concise, Conflict resolution, Consultation, counseling, CPR, Critical Thinking, Excellent Customer Service, Customer Care, database, dentist, Detail Oriented, EKG's, e-mail, essays, fast, financial, Human Resource, insurance, Internet Explorer, Law Enforcement, Leadership, notes, management skills, Medical Terminology, meetings, mental health, mentor, Excel, Microsoft Office, Microsoft Outlook, PowerPoint, Windows, Microsoft Word, Monitors, Organizational Skills, organizational, Assist patients, bathing, Payroll, pediatrician, performance management, policies, presentations, Problem Analysis, Problem Solving Skills, process improvement, Progress, Psychology, record keeping, reporting, Research I, Research, resuscitation, Self-motivated, social services, SPSS, staffing, phones, Time management, trainer, treatment plans, video, vital signs, written, written communication skills