

Professional Summary

Attentive Family Advocate with determination to assist families requiring support and community resources. Empathetic professional with more than 3 years of advocating for people by scheduling appointments, promoting activities that build self-reliance and setting attainable goals. Always willing to learn and grow by attaining skills that further collective skills to assist clients and families within the community and beyond.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

- Effective communication
- Family advocacy
- Appointment Scheduling
- Case tracking and follow up
- Parental training
- Community resource coordination
- Relationship building
- Crisis intervention strategies
- Microsoft Office Suite
- Family services
- Client needs assessment
- Community Resources
- File management
- Decision Making
- Good Telephone Etiquette
- Clerical Support
- Attention to Detail
- Training and Development

Work History

Head Start Family Advocate, 07/2019 to Current

Ymca Kansas City – Spring Hill, KS

- Collaborated with families to assist in growth, development and education to increase potential.
- Visited homes of families and maintained appropriate contact as directed by agency procedures.
- Managed heavy caseload using well-developed time management, organizational and task prioritization skills.
- Observed security measures to maintain confidentiality and restrict access by unauthorized individuals.
- Identified available community resources and programs for families of disabled children.
- Interviewed individuals and families to assess needs and provide informational resources.
- Built solid and trusting rapport with children and families, fostering trust and communication to meet case needs.
- Collaborated with community program leaders and advocates to make resources accessible to those in need.
- Documented data and completed accurate updates to case records.
- Planned, promoted and managed parent workshops on assisting children in attaining academic success.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Actively listened to clients' requests, confirming full understanding before addressing concerns.

Pre-K Assistant Teacher, 06/2014 to 06/2019

Kindercare – Bloomington, CA

- Organized activities to teach preschool children foundational learning skills such as letters and numbers.
- Enhanced 2 and 3-year-old students understanding of rules, safety and behavioral guidelines and disciplinary protocols by redesigning and simplifying them.
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- Protected children in-class, at recess and off-site with observational skills and positive reinforcement for good behavior.
- Used Teaching Strategies Gold to document behavioral, emotional, academic and social growth of over 10 students.
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- Helped new preschool children get used to classes by giving one-on-one support.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Used Microsoft Word and other software tools to create documents and other communications.
- Created plans and communicated deadlines to ensure projects were completed on time.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Successfully maintain clean, valid driver's license and access to reliable transportation.
- Maintained excellent attendance record, consistently arriving to work on time.

Client Service Specialist, 08/2011 to 06/2014

Jpmorgan Chase & Co. – Brookline, MA

- Accepted and processed payments, updated accounts and issued receipts.
- Provided knowledgeable service and support for all customer needs.
- Coordinated client meetings to offer expert, individualized service, driving sales and boosting brand loyalty.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Managed receptionist area by greeting visitors, responding to telephone and email inquiries and providing information for in-person requests.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Called existing and prospective customers to evaluate desires and offer Transfer options.
- Cultivated long-lasting client relationships based on trust and solid understanding of business needs.
- Introduced clients to available online resources and services to increase convenience.
- Managed master calendar by scheduling and confirming appointments.
- Maintained accurate record-keeping with proactive attention to client information updates.

Education

Bachelor of Science: Human Services, 08/2017

Indiana Wesleyan University - Independence, Ohio

- Cum Laude
- Phi Theta Kappa National Honor Society

Associate of Arts: Liberal Arts And General Studies, 12/2013

Cuyahoga Community College - Cleveland, Ohio

- Magna Cum Laude
- Phi Theta Kappa National Honor Society
- Honor Roll Spring 2011, Fall 2011, Fall 2012, Spring 2012, Summer 2012, Spring 2013, Fall 2013,
- Presidents Scholarship Recipient