

# Jessica Claire

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**SUMMARY** I am a compassionate Advocate with outstanding communication skills. I enjoy going extra mile to provide assistance and understanding of the situations taking place and how to navigate different systems. I take pride in my ability to relate to people and create trusting, meaningful connections in the over all mission at hand.

**SKILLS**

- Verbal and Written Communication
- Public Relations
- Administrative Support
- Conflict Resolution
- Attention to Detail
- Creative and Critical Thinking
- Document Preparation
- Community Advocacy
- Team Collaboration
- Building Trust and Relationships
- Deadline Adherence
- Calm Under Pressure
- Establishing Effective Relationships
- Collaboration and Teamwork

**EXPERIENCE** **ADVOCATE** 09/2022 to 03/2023

## Bcfs | Miami, FL

- Completed reports, paperwork and documentation accurately and on time.
- Supported clients' social, physical and emotional needs to help integrate into local community.
- Tracked client behaviors, daily activities, new skills and notable incidents for documentation purposes.
- Drove and accompanied clients to appointments, shopping and special events for safety and companionship.
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Reached out to individuals via phone, email and SMS to deliver help and support.
- Attended and coordinated interviews or case reviews to manage caseload.
- Advocated for victims during difficult situations by filing police reports and connecting to needed services.
- Attended hearings with victims to provide emotional support.
- Provided direct support, coaching and intervention to increase self-sufficiency and goal attainment.
- Informed victims about legal processes and timelines.
- Identified appropriate community resources and provided referrals for services.
- Assisted participants in achieving financial goals by creating spending plans and budgets.
- Collaborated with community providers to identify and engage natural supporters.

## GENERAL

12/2020 to 09/2022

## Enova | Salt Lake City, UT

- I have worked several different jobs here, thru instawork, a temp job app. Food preparation for air lines,ticket taker, event security, valet parking attending,cashier/greeter.

## OVERNIGHT RECOVERY SPECIALIST

07/2020 to 08/2020

## St. Luke's Cornwall Hospital | Newburgh, NY

- Responsible to assure safety and support to all clients admitted, including assessment and de-escalation.
- Relate to clients and co-workers in a professional and respectful manner as measured by observed interactions
- Support all co-workers in all aspects of the program including: safety checks, client and room searches,supporting clients' admission and discharge processes
- Participate in creating a welcoming and supportive environment for new clients in the program
- Observe & report to Director when/if a client appears sick, agitated, depressed, etc.
- Assisted in and counting and keeping records of clients medications, both OTC and prescriptions,nightly
- Participate in the overall operation and management of the living environment,ensuring that the living space is neat and clean
- Establish and maintain boundaries with clients to ensure client safety and fairness
- Making sure all covid-19 policies are being followed; taking temperature at beginning middle and endof shifts

## CUSTOMER SERVICE REPRESENTATIVE

01/2020 to 06/2020

## Maximus Call Center | City, STATE

- Interact with customers to provide information about their health insurance information
- Taking very high call volume
- Deescalating angry/upset customers to be able to move forward and provide customers with theinformation they are inquiring about
- Record customer interactions and transactions, by documenting details of inquiries, complaints,comments, and actions taken
- Follow standard operating procedures to ensure consistency and accuracy
- Address customer inquiries and resolve problems to ensure that appropriate changes are made
- Communicate with supervisor, when appropriate regarding any potential needs or concerns
- Perform data entry quickly and accurately
- Using multiple programs and documents together in an accurate manner
- Adhering to Hipaa to ensure confidential information remains confidential
- Assisting customers with creating online profiles to be able to access their own information
- Assisting customers in completing application over the phone and going over results of eligibility
- Trained in Eligibility, Phone Applications, Transportation and escalations
- Transitioned from in office working to remote working, seamlessly; including being responsible for myown tie management and taking initiative to ensure all work is done in a timely appropriate manner

## DICPATCH OFFICER/ PATROL OFFICER

03/2019 to 12/2019

## Securitas USA, Roxbury Community College Public Safety | City, STATE

- Worked in office over seeing patrol officer tours

- Answer phone calls and direct/transfer to appropriate faculty/offices

- Respond to emergencies and complaints and notifying the proper 3rd party responders

- Watching/operating a 40+ camera CCTV system

- Worked event coverage and crowd control

- Hourly foot patrols of entire 4 building campus as well as electronic check point tours

- Compose timely, professional, intelligent, accurate reports

- Supervising patrol officer reports

- Provided safe, in control, customer focused presence

- Record all patrols, visitors, and happenings around campus on appropriate software

- Act as point of reference for people who need assistants/Directions

- Be in contact with facilities to manage/address any leaks/spills/ malfunctioning equipment

- Opening/ Closing campus

- Locking/unlocking doors

- Coordinate lock/unlock schedules

- De-escalating intense situations

- Volunteer

## VCOUNTEER

12/2015 to 12/2018

## EVA Center | City, STATE

- Participated with Casa Myrna as a speaker in discussions with senator Elizabeth Warren regarding the impacts of homelessness and prostitution in the city of Boston

- 2015- Participates with Eva Center as a speaker in discussions with officials from Governor Charlie

- Bakers camp regarding homelessness and prostitution in the city of Boston

- 2016- Organizing and distributing donations and self care packages to homeless and trafficked women through The Eva Center

- 2016- Participated in partnership with DOJ and Boston police in sting operations in investigations into trafficked women through the website Backpage.com

- 2017- Mentoring and advocating with fellow resident women at the Eva center

- Referring women to housing programs including rapid rehousing funds and transitional funds thru pine street inn and Women's lunch place

## DEVELOPMENTAL SPECIALIST INTERN

09/2018 to 10/2018

## Morgan Memorial Goodwill Industries, Inc | City, STATE

- Worked one on one with clients or small groups to expand and promote social skills, communication,contact, and connection within the community

- Connected with adult clients with developmental disabilities in CARF accredited intensive, habilitationsocial adjustment day program as aligned with each individual care plan

- Connected and corresponded with staff in regards to client care, concerns, participation, andinvolvement, with a strength based perspective

- Developed the client's independent operative in dayto-day interactions.

**EDUCATION AND TRAINING** **G.E.D** 07/2008

## Springfield Technical Community College, Springfield, MA

- Public speaking, advocating and lobbying in the state house with regard to transformative legislation.