

Alexander N. Kress

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EDUCATION

University of Wisconsin-Madison
Master of Science in Counseling

Madison, WI
09/2014-05/2016

Washington University in St. Louis – Olin Business School
Bachelor of Science in Business Administration; Major in Marketing

St. Louis, MO
09/2004-05/2008

CLINICAL, ADMINISTRATIVE, AND MANAGEMENT EXPERIENCE

Connections Counseling, LLC

Licensed Professional Counselor

Madison, WI
05/2016-Present

- Schedule meetings to share new approaches and steps for increasing client engagement
- Research community and clinical resources to write letters for clients, attorneys, and organizations
- Co-facilitate outpatient therapy groups and conduct individual therapy sessions

Intensive Outpatient Program Coordinator

08/2019-04/2021

- Managed Intensive Outpatient Program (IOP) and conducted weekly staffing meetings
- Incorporated clinician and client feedback into ongoing IOP curriculum improvement
- Presented IOP curricular, project, and clinical updates to clinical leadership team
- Redesigned the IOP structure and schedule into an online telehealth format for social distancing
- Utilized interpersonal skills to present recommendations and collaboratively address IOP staffing issues
- Developed, managed, and communicated the daily IOP schedule to staff, clients, and guest presenters
- Created digital system to document and ensure timely responses to new IOP referrals and correspondence
- Identified and aligned IOP objectives to match overall clinic goals and priorities

Master's Level Intern, Substance Abuse Counselor - In Training

09/2015-05/2016

- Co-facilitated therapy groups, assessed client's needs, and conducted individual therapy sessions

University of Wisconsin Health Sciences Learning Center

Student Assistant in the Classroom and AV Services Department

Madison, WI
09/2014-05/2016

- Prepared materials and IT/AV equipment for presenters and teleconferences
- Supported IT/AV needs of clinicians, staff, and external organizations across multiple buildings
- Served as point of first contact at AV services desk for in-person and telephone inquiries

University of Wisconsin School of Medicine and Public Health

Administrative Specialist

Madison, WI
11/2011-08/2014

- Participated in planning, implementation, and review of six annual medical education events
- Utilized Qualtrics and Survey Monkey to create evaluation and improvement tools
- Created documents and gave administrative support to several large curriculum-design committees
- Planned and reserved space for meetings and events, and took and distributed approved meeting minutes
- Facilitated communication with and drafted correspondence to statewide clinics, faculty and students
- Provided guidance and training to new employees in the Medical Education Office

The Frequency, LLC

General Manager of Bar and Music Venue

Madison, WI
07/2010-01/2012

- Oversaw all venue operations including employee scheduling, money counts, and maintenance
- Assembled a team of graphic design and promotion interns to enhance marketing strategy
- Designed documents and organization system for incoming correspondence to track bar sales and orders
- Created employee manual to inform employees of policies, guidelines, and their rights
- Conducted inventory counts and placed weekly orders with food and alcohol vendors

COMMUNITY ENGAGEMENT & SKILLS

- *Volunteer:* Big Brothers Big Sisters Mentor, UW Hospital & Clinics Inpatient Psychiatric Unit Group Activities Volunteer, UW Counseling Psychology Training Clinic Receptionist, Recovery Music Group Facilitator
- *Software:* Microsoft Word, Power Point, Excel, Outlook, Adobe Illustrator, Learn@UW, Qualtrics