

Anthony Franklin

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HUMAN SERVICE COORDINATOR

CAREER SUMMARY

Highly motivated professional with 3 years of experience in Human Services. I have knowledge in leadership, and in community service. Study human society and social behavior by observing the groups and social institutions that people form. As well as understanding the aspects of elderly care and different social, religious, political, and business organizations.

CORE SKILLS

Team Leader
Organizational Skills
Customer Service

Problem Solving
Multi-Task
Data Entry

Effective Time Management
Communication Skills
Goal Oriented

EDUCATION

Shippensburg University – Shippensburg, PA
Sociology
BA Degree
Minor: Gerontology

May 2018

SUMMARY OF QUALIFICATION

Internship Gerontology:

- I completed an Internship at Branch Creek Place. The Branch Creek Place is a friendly Shippensburg Senior Community Center located in the heart of Shippensburg. At this place, I connected over lunch or during the Breakfast Club. Also, I volunteered with wellness programs, went on cultural excursions, and took computer classes. I engaged in daily activities with the elderly such as line dance, play cards, pool, etc. I did a total of 120 hours and learned an excellent value of gerontology.

B.R.O.T.H.E.R.S / CEO and Member Recruiter since August 2016-Present at Shippensburg University:

- Assist help with organizing annual conference with 100+ people attending
- Demonstrated effective teaching skills by creating and presenting conference sessions
- Served as a mentor, role model, and resource for incoming students
- Communicate with incoming freshmen and youth, help guide them through principles of being a B.R.O.T.H.E.R and the benefits that comes from being a member of this organization
- Participate in workshops to better everyday communication skills and learn how to understand people with different life perspectives.

EXPERIENCE

May 2018- April 2019.

PCBH Services, Youth Advocate

- Provides for physical and emotional well being of dependent and alleged delinquent residents in a safe, secure environment while awaiting court disposition through planning and monitoring daily activities, providing a structured environment and counseling.
- Keep records of customer interactions or transactions, recording details of inquiries,

- Non-traditional way of providing one on one intense individualized mental health interventions and support services in a variety of community based setting to children/adolescents with severe psychiatric diagnoses and their families.
- Goal is to implement sound clinical interventions and support services to enable the children/adolescents to maintain and function appropriately in the least restrictive setting.

August 2017- January 2018

Caregiver/Personal Assistant, Angels on Call

- Maintain accurate, detailed reports and records. Develop problem intervention procedures, utilize techniques such as interviews, consultations, role playing, and participant observation
- Monitor, record, and report symptoms or changes in patients' conditions
- Provide patients with help moving in and out of beds, baths, wheelchairs, or automobiles or with dressing and grooming
- Care for patients by changing linens, washing and ironing laundry, cleaning or assisting with their personal care
- Assess the needs of individuals, families or communities, including assessment of individuals' home or work environments, to identify potential health or safety problems.

December 2016- May 2017

Front Desk Receptionist, Best Western

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders/reservations, cancel accounts, or obtain details of complaints
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check guests in, issue room keys, provide information on hotel services and room location
- Ensure required identification is taken from guests at check-in in line with local legislative requirements
- Answer phones in a prompt and courteous manner
- Up-sell rooms where possible to maximize hotel revenue
- Answer, record and process all guest calls, messages, requests, questions or concerns
- Record guest preferences in the system
- Check guests out, including resolving any late or disputed charges
- Accurately process all cash and credit card transactions using established procedures
- Issue, control and release guest safe-deposit boxes in line with hotel procedures
- Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up.
- Take action to solve guest problems/complaints using appropriate service recovery guidelines
- Follow established hotel safety protocols and procedures at all times. Immediately report any health and safety incident, security breaches, concerns or suspicious behavior to the supervisor or manager on duty

January 2017- September 2017

JLG Industries:

Contract Supervisor

- Collect utility Bins from each production line. These bins consisted of Bolts and Washers that were transported from General Fasteners Warehouse to JLG Warehouse
- After Collection, Scan the bins with a Bluetooth scanner and send labels through via email; this gives order to production to understand what tools is needed tomorrow.
- Direct or supervise other construction inspectors on each line to understand what tools or materials they need for the next production day.

References:

Mrs. Diane Jefferson
Director of the Office of Multicultural Student Affairs
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Dr. Dara Bourassa
Associate Professor of Social Work and Gerontology Director
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