**CLAYTON GOFF**2640 Bean Creek Rd, Santa Cruz, CA 95066  
Telephone: (831) 239-9766 Email: cltngoff@gmail.com

Effective and valued team member who makes significant contributions to the organization's goals by placing client needs first. Currently applying critical thinking and reasoning to the customer experience in a fast-paced tech startup environment. Have rapidly assimilated new skills while diligently focused on the health and fitness software-as-service sector. Preceded by 11 years as a dedicated case-manager for adults with mental health diagnoses and/or disabilities in state-licensed homes and facilities. The role demanded strong people skills in managing difficult and challenging client cases, as well as staff and operations.

**PROFESSIONAL EXPERIENCE**

**Warrior Made**, *Customer Experience Support* **Santa Cruz, CA** *Feb. 2020-present*

Implement the core values and processes of the customer experience

Proficiency in written, electronic communications, with a focus on email and LiveChat

Continually grow to new platforms and media in order to provide a well-rounded support

Develop strong written communication and self-start to maximize organization and efficiency

**Drake House,** *Mental Health Coordinator* **Monterey, CA** *Nov. 2018 –Feb. 2019*

Carry caseload of individuals with memory care and behavioral health issues

Provide case management and mental health services with a focus on skill development, wellness and recovery

Responsible for a variety of tasks ranging from linking clients to services to providing intensive clinical or rehabilitation services

Prioritize meeting daily billing requirements and MediCal documentation

Demonstrate strong communication and computer skills. Maintained a good driving record

**Darwin House,** *Lead Residential Caregiver* **Santa Cruz, CA** *Mar. 2017 –Aug. 2018*Lead staff in providing care for eight residents in a state-licensed housing facility

Coordinate staff trainings, schedules, and staff development  
Schedule daily activities and fulfillment of daily needs for residents while designating transportation

Oversee development of services based on Individual Program plans, contribute to Needs/Services Plan, and implement its use in residential program  
Review and write summary report of progress notes, data, and special incident reports  
Communicate well with outside service agencies regarding support and all aspects of residents’ care **Laurel St. Center,** *Independent Living Services Trainer* **Santa Cruz, CA** *Aug. 2012 –Mar. 2017*Provide one-to-one support in various settings including home and community for clients with an Individualized Program Plan  
Collaborate with interdisciplinary team to help provide clients with a plan for optimal independent growth

Served as a liaison with service coordinators, families, caregivers, and community members  
Submit daily progress notes, data, and special incident reports in an organized filing system

**EDUCATION**

**University of California, Santa Cruz** *B.A. Philosophy* **Santa Cruz, CA** *Completed Fall 2019* Dean’s Honors List Fall 2019