

Michelle Montgomery

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EXPERIENCE

Hopewell Health Centers, Gallipolis, OH — Crisis Residential Specialist

February 2019 - Present

- Builds rapport with clients in order to assist in stabilization.
- Monitors behavioral issues and de-escalates when needed.
- Creates MARs (Medication Administration Records) so that clients can receive medications correctly and as needed.
- Answers Crisis Line calls that dealt with topics like suicide, substance abuse, and sexual assault.
- Actively listens to Crisis Line callers, working with them to provide assistance during a crisis.
- Collaborates with other Crisis Residential Specialists and the Treatment Team to provide quality treatment for clients in need.
- Maintains a healthy, clean, and safe environment for patients on the Crisis Stabilization Unit.
- CPR, First Aid, and AED certified through the American Red Cross.
- Documents shift notes and activities of daily living in eCw (eClinicalWorks).

Crisis Text Line, Remote — Crisis Counselor

June 2018 - Present

- Builds rapport with individuals to further understand their crisis.
- Legally required to report suspicion of child abuse and/or neglect to my supervisors.
- Risk assess individuals who text in and safety plan with those who are at high risk of suicide/homicide.
- Collaborates with shift supervisors to provide active rescues for those unable/unwilling to safety plan.
- Provides volunteer mental health assistance through a texting format for those in crisis.
- Received a 30-hour intensive training in regards to various mental health issues such as self-harm, suicide, and depression.
- Currently a Level 4 Crisis Counselor, able to take multiple chats at once.
- A member of the Spike team, providing assistance when there is an increase in texters seeking support.

SKILLS

- Microsoft Word
- Microsoft PowerPoint
- Customer Service
- Community Outreach
- Training
- Crisis Intervention
- CPR/AED and First Aid Certified
- Time Management
- Event Planning

AWARDS

Alumni Association Service Award, August 2015

This is a \$500 award for student leaders across various areas of campus who contribute to building a unique community at the University of California: Santa Cruz.

LANGUAGES

English

Wendy's, Gallipolis, OH — Crew Member

September 2017 - January 2019

- Prepared fresh quality food, beverages, and operates the register.
- Maintained high standards of customer service during high volume, fast paced operations.
- Built loyal clientele through friendly interactions and customer appreciation.
- Mastered point-of-service (POS) computer system for order taking.
- Communicates clearly and positively with coworkers and management.

McDonald's, Rio Grande, OH — Crew Trainer

August 2016 - July 2017

- Trained new employees on policies and certain positions, specifically register and point-of-service (PoS) computer system.
- Handled currency and credit transactions accurately and quickly.
- Took initiative to find extra tasks when scheduled tasks were completed.
- Handled customer concerns and queries about food and service.
- Ensured correct food handling procedures were being followed.

EDUCATION

University of California: Santa Cruz, Santa Cruz, CA — *Some College*

September 2013 - December 2015

Majored in Psychology, but had to leave as the college was increasing tuition and I could no longer afford it. Will be starting college online within the next couple years. At the University of California: Santa Cruz, I had various volunteer positions. I was actively involved in a local sustainability organization, eventually becoming the co-chair. I was also a trained safer sex educator. Other positions include: Outreach Leader, Stevenson Garden Intern, and a member of CARE (Campus Advocacy Resources and Education).

Clayton Valley Charter High School, Concord, CA — *High School Diploma*

September 2009 - May 2013

Graduated from Clayton Valley Charter High School with a 3.86 GPA my Senior year of High School. I frequently challenged myself with difficult courses, taking mostly AP courses my last year. I was in an organization known as Senior Women, who acted as the host of the school.