

CHILD ADVOCATE MANAGER

Summary

To apply creative problem solving and management skills with a growing company. To manage people and interface with customers while using my skill in the best possible way to achieve organizational goals.

Highlights

- Active Listening
- Time Management
- Service Orientation
- Critical Thinking
- Reading Comprehension
- Systems Analysis
- Instructing
- Judgment and Decision Making

Accomplishments

- Established and executed marketing ideas for internal customers. This program resulted in consistent service, higher levels of service, and improved relationships with other events.
- Developed forms and procedures designed to streamline administrative programs.
- Selected to participate as the lead coach on task force that instructed various grades between 2nd and 5th grade. Also guided a combined classroom of 9th and 12th graders to educate on sports and life skills.

Experience

01/2015 to Current

Child Advocate Manager Company Name - City , State

- Evaluate personal characteristics and home conditions of foster home or adoption applicants. Serve as liaisons between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors, and other contacts to help children who face problems, such as disabilities, abuse, or poverty.
- Maintain case history records and prepare reports.
- Counsel parents with child rearing problems, interviewing the child and family to determine whether further action is required.
- Address legal issues, such as child abuse and discipline, assisting with hearings and providing testimony to inform custody arrangements.
- Develop and review service plans in consultation with clients and perform follow-ups assessing the quantity and quality of services provided.
- Collect supplementary information needed to assist client, such as employment records, medical records, or school reports.

10/2014 to 01/2015

Data Processor Company Name - City , State

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

06/2014 to 10/2014

Seasonal Activities Coordinator Company Name - City , State

- Enforce rules and regulations of recreational facilities to maintain discipline and ensure safety.
- Manage the daily operations of recreational facilities.

- Administer first aid according to prescribed procedures and notify emergency medical personnel when necessary.
- Organize, lead, and promote interest in recreational activities, such as arts, crafts, sports, games, camping, and hobbies.
- Greet new arrivals to activities, introducing them to other participants, explaining facility rules, and encouraging participation.

05/2012 to 05/2014

Assistant Manager Company Name - City , State

- Provide training direction, encouragement, motivation, and nutritional advice to prepare athletes for games, competitive events, or tours.
- Plan, organize, and conduct practice sessions.
- Explain and enforce safety rules and regulations.
- Plan and direct physical conditioning programs that will enable athletes to achieve maximum performance.
- Instruct individuals or groups in sports rules, game strategies, and performance principles, such as specific ways of moving the body, hands, or feet, to achieve desired results.

09/2011 to 04/2012

Professional International Athlete Company Name - City , State

- Assess performance following athletic competition, identifying strengths and weaknesses and making adjustments to improve future performance.
- Maintain equipment used in a particular sport.
- Attend scheduled practice or training sessions.
- Maintain optimum physical fitness levels by training regularly, following nutrition plans, or consulting with health professionals.
- Participate in athletic events or competitive sports, according to established rules and regulations.

04/2011 to 09/2011

Rental Agent Company Name - City , State

- Greet customers and discuss the type, quality, and quantity of merchandise sought for rental.
- Compute charges for merchandise or services and receive payments.
- Answer telephones to provide information and receive orders.
- Provide information about rental items, such as availability, operation, or description.
- Rent items, arrange for provision of services to customers, and accept returns.

Education

2014

Master of Education in Leadership and Learning Jacksonville University - City , State

2011

Bachelor of Science : Sociology Jacksonville University - City , State

- Alpha Kappa Delta International Sociology
- Honor Society Member
- 2011 Graduated Cum Laude Honors in Sociology 3.7

2006

High School Diploma : General Robert E. Lee High School - City , State

Skills

- Strong Work Ethic
- Adaptability
- Professionalism
- Honesty and Integrity
- Willingness To Learn

Volunteer Experience

- American Cancer Society
- Hubbard House

- Potter's House Christian Fellowship Church Refugee
- Wolfson Children's Hospital