

SHELTER ADVOCATE

Summary

Dynamic shelter advocate with years of clerical experience that is great with communication skills and confidentiality. I am very experienced with computers and a tremendous amount of office skills.

Highlights

- Crisis intervention and resolution
- Complex problem solving skills
- Valid Texas driver's license
- Reliable transportation
- Strong decision maker
- Fundraising background
- Client engagement
- Compassionate
- Dedicated patient advocate
- Self-starter
- Event planning and coordination
- Microsoft Office Suite

Accomplishments

- Promoted to Lead Teller after 9 months of employment.
- Promoted to Assistant Manager at a gas station after being a cashier for 1 month.
- Assisted with organizing, planning, and hosting a Candlelight Vigil for the Dove Project, Inc.
- Assists with supervising and directing the work of community service workers and volunteers.

Experience

SHELTER ADVOCATE

July 2014 to August 2015 Company Name - City , State

- Tested clients for drug use and referred them to other community resources.
- Produced media advisories, brochures, fact sheets, print ads and newsletters.
- Promoted healthy habits and practices in outreach materials and presentations.
- Charted and recorded information in client files.
- Tracked client movement on and off the unit by documenting times and destinations of clients.
- Traveled locally and regionally to conferences, workshops and presentations.
- Maintained up-to-date and comprehensive electronic and paper filing systems.
- Collaborated with local health departments and other community partners.
- Educated the public regarding community health resources in correctional facilities, community centers and churches.
- Drafted and revised reports, articles and background papers.
- Educated clients about treatment options and answered related questions.
- Checked facility for open windows, locked doors, malfunctioning smoke detectors and other safety hazards.
- Conducted outreach, advocacy and rehabilitative services for regular cases and crisis intervention.

MUNICIPAL COURT CLERK

January 2014 to March 2014 Company Name - City , State

- Processed summons, subpoenas, appeals and motions.
- Drafted legal papers including complaints, summons and interrogatories.
- Gathered and analyzed research data regarding statutes, decisions, legal articles and codes.
- Investigated facts and law of cases using pertinent sources to determine causes of action and to prepare cases.
- Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Organized and maintained law libraries, documents and case files.
- Photocopied all correspondence, documents and other printed materials.
- Processed and distributed invoices to bill clients.

- Composed and revised legal documents, including letters, depositions and court documents.
- Created and tracked all expenses and client account codes
- Recorded and monitored court appearance dates.

LEAD TELLER

June 2012 to August 2013 Company Name - City , State

- Established new customer accounts including checking, savings, lines of credit and loans.
- Processed sales referrals and promoted bank services and products.
- Balanced daily cash deposits and bank vault inventory with a zero error rate.
- Assembled in-store marketing displays.
- Processed cash withdrawals.
- Trained employees on cash drawer operation.
- Adhered to Wells Fargo security and audit procedures.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Examined checks for identification and endorsement.
- Supplied tellers with coin and currency as needed.
- Maintained confidentiality of bank records and client information.
- Directed specific questions to appropriate branch personnel.
- Delivered prompt, accurate and excellent customer service.

Education

High School Diploma : General , 2000 Jefferson City High School - City , State , Cole

- Top 10% of class
- Coursework in Business, Communications and Advertising
- Coursework in Accounting 1 & 2
- 3.4 GPA
- Coursework includes Human Computer Interaction
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