

****OLD RESUME. NEW RESUME WILL BE UPLOADED
ONCE COMPLETED****

MUBO HOUSTON

QUALIFICATIONS

- Experienced Social Worker with 5 years of experience working with children and adults to help protect the most vulnerable in the community.
- Skilled in teaching and providing feedback to new hires through the mentorship program at Child Protective Services.
- Skilled in interviewing children and adults to accurately obtain social history and information pertinent to allegations of abuse and neglect.

PROFESSIONAL EXPERIENCE

**Texas Department of Family and Protective Services, Dallas, TX –
*Family Based Specialist IV***

AUGUST 2017 – PRESENT

- Plan and coordinate meetings with internal staff, attorneys, caregivers, and service providers to determine services needed to mitigate risk.
- Perform administrative duties such as data entry, making travel and meeting arrangements, and maintaining appropriate filing systems.
- Mentor and assist new staff with policy, procedures, and job duties.
- Interview alleged victims, perpetrators, and collaterals and document information relevant to the case within required agency timeframes.

**Texas Department of Family and Protective Services, Lubbock, TX –
*Investigator I***

AUGUST 2015 – AUGUST 2017

- Reviewed and screened intakes to ensure appropriateness for Child Protective Service's guidelines.
- Interviewed and examined caregivers, children, and professionals to determine whether abuse or neglect occurred.
- De-escalated hostile situations with uncooperative families.

Bank of America, Brooklyn, NY – *Teller Supervisor*

AUGUST 2011- AUGUST 2015

- Lead a team of 7 tellers, managing schedules, workflows, and cash supply.
- Ensured direct staff were in compliance with bank policies and procedures.
- Maintained a high level of confidentiality and handled sensitive information.

EDUCATION

City University of New York, Brooklyn, NY – *Bachelor of Business Administration*

GRADUATED MAY 2015