

Ben Orlowski

Professional Summary

- Ambitious Desktop Support Liaison with 7 years of experience responding to customer inquiries with courtesy and professionalism. Skilled at accepting high volume of inquiries, researching information and explaining details. Cheerful attitude that creates solution focused environment and allows callers to complete inquiries and minimize callbacks.

Experience

Youth Services Supervisor, Missouri Dept. Of Social Services- Wilson Creek Group Home

Feb 2021 - Dec 2021, Springfield, MO

- Supervised an active group of youth ensuring compliance with health, safety and accreditation standards
- Monitored, enrolled, and trained new staff as required Implemented facility wide ideas based on the current needs of the group and staff team
- Facilitated and implemented group therapy for 12 youth, five days a week.
- Handled escalated callers to reach positive outcomes.
- Navigated multiple systems to identify source of issue.
- Provided solutions, recommendations and replacements with empathy and positive feedback.
- Initiated personnel actions to manage, motivate and terminate employees based on current facilities' needs.
- Screened, hired and evaluated personnel to sustain productive and motivated workforce.

Youth Services Specialist II, Missouri Dept. of Social Services- Datema House

Oct 2018 - Feb 2021, Springfield , MO

- Met with and assisted parents on treatment goals, the child's program, and what their concerns were.
- Developed individual service plans for participants and coordinated with care

Contact

720.725.6333
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Wheat Ridge, CO 80033

Skills

High Motivation
Technical troubleshooting
Install hardware
User support
Product education
Team development
Conflict resolution
Complaint documentation
Systems analysis
Repair hardware

References

Brittney Robinson, Youth Specialist at Wilson Creek
Direct Report/ Employee
417-888-4050
Brittney.Roberson@dss.mo.gov

Rodney Porter, Facility Manager at Datema House
Previous Group Leader/ Supervisor 417-895-6830
Rodney.W.Porter@dss.mo.gov

Kyle Bently, Assistant Regional Administrator for Missouri DYS Southwest Region
Administrator/ Supervisor
417-895-6485
Kyle.Bently@dss.mo.gov

delivery team.

- Held one-on-one strategy sessions to examine mentee strengths and weaknesses and construct realistic milestone goals.
- Helped social workers with developing, organizing and conducting programs to prevent and resolve problems.
- Worked with clients to identify their specific issues potential support options.
- Shared learning and practices leading to personal improvement and acquisition of life skills.

Assistant Teacher, Missouri State University

Jun 2015 - Oct 2018, Springfield, MO

- Teach, mentor, and grade college students while in the classroom.
- Implemented visual aids and technology-based learning tools to support student learning.
- Observed children to assess developmental strengths and needs.
- Contributed to the department's success by recommending successful strategies to meet academic and student needs.
- Coached and mentored team members to facilitate career development, satisfaction and increased organizational impact.

Education

Liaoning Normal University, Dalian, China

Associate of Applied Science, Child and Family Development

Missouri State University, Springfield and West Plains, Missouri

70+ Hours towards a BA, Child and Family Development