

## Shawn T. Karalash

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**OBJECTIVE** To obtain a position where I can provide support to clients and their families.

**EDUCATION** **Western Michigan University, College of Arts and Sciences, Kalamazoo, MI**  
Bachelor of Science in Psychology, June 2018  
Cumulative G.P.A.: 3.04 Major G.P.A.: 3.55

**EXPERIENCE** **Foster Care Case Manager** January 2019 - Current  
MDHHS, Allegan, MI 40 Hours/Week  
Provides casework services to dependent, neglected, abused, and delinquent children and youth; socially and economically disadvantaged clients; and other individuals and families.  
Screens individuals newly committed to the department and develops plans for care, service, treatment, and learning.  
Writes and maintains social case histories, case summaries, case records, and related reports and correspondence.  
Determines the appropriate method and course of action and implements service, treatment, and learning plans.

**Letter Carrier** October 2017 - December 2018  
United States Post Office, Portage, MI 30-50 Hours/Week  
Reviewed letters and other documents to ensure accurate records are kept and accurate delivery is achieved.  
Monitored ongoing changes in customers address' and other needs to ensure best customer experience.

**Patient Care Associate** February 2017- October 2017  
Borgess Hospital, Kalamazoo, MI 40 Hours/Week  
Established work priorities to ensure smooth turnover of surgery rooms.  
Conducted correspondence needed to ensure appropriate resources were in place before each surgery.

**Inbound Sales Representative** July 2011- March 2017  
PNC Bank, Kalamazoo, MI 40 Hours/Week  
Explained procedures and regulations to customers to fulfill loan requirements correctly.  
Contacted customers to ensure documents were received in a timely manner and to confirm document delivery.  
Input data using multiple computer programs with accuracy and efficiency.  
Write reports for various purposes such as customer complaints, and working notes on customer accounts.  
Maintained an ongoing and ever changing list of clients both in person and over the phone ensuring updated data and records were maintained.  
Determined where and when errors had been made on customers account and resolved those errors with accuracy and efficiency.  
Reviewed customer accounts for various errors while ensuring the customer was in the best program or account for their situation based on multiple factors.  
Assisted customers with advice and programs that would help them become financially stable and avoid various financial traps.

**ADDITIONAL SKILLS** Microsoft Office, Mathematics, Technical writing, Data input and analysis, Adaptability, Ability to work under pressure, Communication, Self-motivation, Decision making

**HOBBIES/ ACTIVITIES** I enjoy a multitude of physical activities including hiking, bicycling, swimming, and dancing. I also regularly work on my writing and storytelling, as well as consistently trying to learn new and interesting things.  
Regularly manage a group of six individuals to reach common goals, while minimizing distractions and handling interpersonal relationships.