**Kelly A. Wheeler** 650.465.4458

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**OBJECTIVE:**

To obtain a responsible position working with at-risk youth where I can make a difference in their lives.

**SUMMARY**:

A responsible, reliable, trustworthy and caring individual with two years of experience working with at-risk youth in a group home. Excellent role model, with good listening skills; resourceful, determined to motivate and educate young people to live successfully as independent people able to function in society. Demonstrated skills in teaching and facilitating treatment groups, as well as in individual counseling. Organized and flexible, able to plan, schedule, and coordinate structured daily routines in a timely and efficient manner. Calming influence, able to de-escalate crisis situations quickly. Detail-oriented, with good computer skills, able to complete service-specific documentation thoroughly.

**WORK EXPERIENCE:**

**Customer Service/Sales, Made In Oregon, Portland, OR, October 2012 – Current**

* Provide exceptional customer service in a retail setting, handling inquiries and requests, demonstrating a sense of urgency while building customer relationships.
* Process electronic and cash payments, balance the till, and submit end-of-day reports.
* Assist customers with bagging merchandise, stock shelves and manage incoming and outgoing freight.

**Skills Trainer/Direct Care Staff, Janus Youth Programs, Portland, OR October 2010-June 2012**

* Acted as a positive, supportive role model, reflecting enthusiasm and creativity in guiding and influencing group activities to enhance confidence and self-esteem for teenage girls aged 13-17 who were victims of physical/sexual abuse, were abandoned or neglected, who struggled with oppositional/defiant behaviors or lack appropriate social skills, who exhibited delinquent behaviors and were struggling academically.
* Developed and participated in planned groups, trips and activities to ensure progress of the youth.
* Participated in staffing meetings with Program Managers, Social Service Coordinators and other Direct Care Staff.
* Supervised, guided and cared for youth residing at the group home and also helped to prepare them to transition back to their families or to live independently.
* Responsible for household duties and daily upkeep of the facility, including preparation of daily meals and administration of medication.
* Submitted written evaluations and documentation on all individuals, ensuring that it was shared at all levels of program involvement.
* Contributed to the development of the youth, including teaching and instructing on life skills.
* Lead groups through a variety of daily activities while providing group and individual counseling, with an emphasis on strength-based development.
* Ensured the safety and security of all youth and staff, serving as the Safety Representative for the house, performing monthly inspections and providing safety trainings, and performing routine maintenance as needed.

**Administrative Assistant (part-time), Tinytechjobs, Alameda, CA May 2009-June 2012**

* Performed routine administrative tasks such as filing, faxing and copying.
* Assisted clients with online registrations, job postings, and billing issues.
* Maintained a database of postings and confirmations and generated regular reports.
* Performed research and updated content database with relevant content (i.e., upcoming events, company database, training and educational resources, etc.)
* Performed data entry and processed payment of invoices.
* Maintained marketing email list.
* Gathered website statistics for regular reporting.
* Helped out with special marketing projects as required (preparation and shipping of marketing materials, handling travel and accommodation arrangements, etc.)

**Customer Service, The UPS Store, Portland, OR, September 2007 – June 2009**

* Securely packed and shipped valuable items of all shapes and sizes worldwide.
* Provided personal mailbox services, photocopying, and professional document finishing.
* Provided world-class customer service to all retail customers.
* Received and processed packages for courier shipment, operated computers, copiers, fax machines, binding equipment, laminating machines, and point-of-sale devices.
* Advised customers by providing accurate information products and services.
* Maintained a clean and safe working environment.
* Processed cash and credit card transactions and balanced the till at end of day.

**Teacher and Daycare Assistant, Rising Star Montessori School, Alameda, CA, September 2006 – April 2007**

* Assisted/supervised children during class and after school while ensuring their safety and maintaining a sanitary work environment.
* Developed projects and activities that interested children and taught them socialization skills.
* Ensured the well-being and happiness of children while maintaining a professional relationship with them and their families.
* Completed necessary paperwork and closing down procedures at the end of the day.

**EDUCATION:**

Bachelors of Science in Sociology, Portland State University, August 2010

**SPECIAL SKILLS:**

* CPR & First-Aid Certified
* Oregon Certified Food Handlers Card
* Excellent computer and research skills with a variety of software applications, including Microsoft Office Suite

**References available upon request.**