

austin's

Employment Packets



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Point

The point of this document is to help people - whether they became unemployed due to COVID-19 or in general - get prepared and confident for the job search, re-employment, and job retention. In the United States, 40,000,000 people and counting are facing unemployment because of lockdowns put into place to counteract the damage the Coronavirus is causing and will cause. Our government has made it clear that it is not interested in helping those in need, and many of us face housing eviction, an inability to pay for food, and a lack of basic income needed to survive. 'Employment Packets' was created as a free resource and service to anybody and everybody who needs assistance with their professional documents, from Résumés to Cover Letters to Reference Lists to Thank You Letters to Supplemental Questions, etc. My hope is

that I can use my experience as an Employment Consultant, as well as my design skills, to do the following:

1. Paint a professional and employable image of each individual who requests assistance - an image that is comfortable to them and one that they recognize.
2. Normalize the art and science of professional document writing, foster an environment of gratitude for opportunities, and streamline the process of applications.
3. Make the job search process as informative and fun as possible, especially to those who are predisposed to a lack of employment opportunities.

The employment system in our nation isn't pretty. There aren't enough jobs for everyone, people are stuck in the working class without livable wages, our health-care is tied to our employment and isn't required, we're charged an exuberant amount of money for an education without job guarantee, pension plans are a relic of the past, and one man (I won't say his name, but it's Jeff Bezos) controls the majority of OUR wealth. The least I can do is offset as much of this bad as possible during my journey. I hope you do the same.

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Document Outline Graphic 13-14

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Document Outline

The following graphic - on page 14 - is a loose representation of how a résumé is constructed. It shows the measurements and general blocks of content one would find on a chronological, content flow top to bottom résumé with an emblem, left-snug name / contact information, and a reference tag. Its purpose is to simply visualize the skeleton, blocks, and math it takes to create a beautiful base résumé (sans the design). I would gladly make one of these for each combination possible, but then this document would be incredibly long. Also, don't check my math.

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Header Layouts

Emblem | No Emblem



see examples on pages 79-87

Initials Shield

Used for university documents.
Colors changed per institution.
Letters changed per applicant.



see examples on pages 42-45



see examples on pages 90-92

Government Seal

Used for government docs.
Shapes changed per agency.
Colors changed per agency.

Name Wordmark

Used for social media.
Highly specific.



Tech Platform

Used for specific tech docs (in this case: LinkedIn).
Emblem changed per tech company.
Letters changed per applicant.

see examples on pages 70-71



see examples on pages 57-58

Title-Initials Mark

Used for consultant docs, but can be adapted.
Title changed per position.
Letters changed per applicant.



Skates Outline

Used for skating rink docs.
Outline changed per
entertainment company.
Highly specific.

see examples on pages 95-99

Emblem Deliberation

Emblems aren't a necessary, or common, part of a professional portfolio. Nonetheless, I started designing and applying emblems to my documents not only to personalize them and make them stand out, but also to unify them with the company and position I was applying for. As you can see, there are concept emblems (Initials Sheild, Government Seal), company emblems (Tech Platform), and position emblems (Title-Initials Mark). Emblems provide a great number of opportunities to make your résumé and supplemental documents stand out. However, in some cases, these could come across as gaudy and excessive.

Emblem Example

sits snug to the left of your name (in most cases*)
*see pages 90 & 95 for other examples



Experience

Elayne Goldman & Associates - Program Manager

February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Micro Enterprise Services of OR - Portfolio Administrator

July 2018 - February 2019 / Portland, OR

- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- Doubled the viewers of the company's social media accounts, newsletter content, and website.
- Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Inside Books Project - Volunteer Coordinator

January 2014 - January 2017 / Austin, TX

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Guardian Partners - Court Appointed Special Advocate

July 2018 - Present / Portland, OR

Reports Monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Kiwanis International - Board Member, Volunteer

August 2009 - Present / Portland, OR

Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social change.

Skills

Management

- Nonprofit Admin. (5 years)
- Case Management (4)
- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)
- Community Resources (3)
- Client Progress Monitoring (3)

Productivity

- Computer/Office Equipment (7)
- Program Management (3)
- Record Keeping (3)
- Confidentiality & HIPAA (3)

Education

University of Texas

Grad. 2016 / Austin, TX

Bachelor of Science:

- Youth & Social Services

Certificate:

- Nonprofit Administration

Awards

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

Rapoport Service Scholar

Service-related full ride scholarship dedicated to social change.

Texas Exes Selection

A scholarship application review board for UT Austin.

References Available Upon Request.

Name Centered | Name to Left

Name Centered

AUSTIN J. ROBINSON

Portland, OR / 325-998-0115 / austin@austinrobinson.ca

SKILLS

Management

- Nonprofit Admin. (5 years)
- Case Management (4)
- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)

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Portland, OR / 325-998-0115 / austin@austinrobinson.ca

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Contact Next to Name | Contact Below Name

Contact Next to Name

Austin Robinson

7227 N. Philadelphia Ave. / Portland, OR 97203
(325)998-0115 / austin@austinrobinson.ca

Experience

Elayne Goldman & Associates - Program Manager

February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
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- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)

Contact Below Name

Austin Robinson

7227 N. Philadelphia Ave., Unit 402 / Portland, OR 97203
+1 (325) 998-0115 / austin@austinrobinson.ca / www.austinrobinson.ca

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- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)

Reference Tag | No Reference Tag

Reference Tag

AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

*references available
upon request*

SKILLS

MANAGEMENT

- Microsoft Office (10+ years)
- Content Management (5)
- Public Speaking (4)
- Report Writing (3)
- Conflict Resolution (5)

PRODUCTIVITY

- Program Management (2)

EXPERIENCE

PROGRAM MANAGER AT ELAYNE GOLDMAN & ASSOCIATES

February 2019 to Present

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

No Reference Tag

AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

SKILLS

MANAGEMENT

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- Content Management (5)
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- Program Management (2)

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- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Line Divider | No Line Divider



AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

*references available
upon request*

SKILLS

MANAGEMENT

- ⊕ Microsoft Office (10+ years)
- ⊕ Content Management (5)
- ⊕ Public Speaking (6)
- ⊕ Report Writing (3)
- ⊕ Conflict Resolution (6)

PRODUCTIVITY

- ⊕ Program Management (2)

EXPERIENCE

PROGRAM MANAGER AT ELLAYNE GOLDMAN & ASSOCIATES

February 2019 to Present

- ⊕ Extends quality employment services to over 50 individuals with various disabilities.
- ⊕ Develops and executes 8 company services to assure quality job placement for our clients.
- ⊕ Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

No Line Divider



AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

*references available
upon request*

SKILLS

MANAGEMENT

- ⊕ Microsoft Office (10+ years)
- ⊕ Content Management (5)
- ⊕ Public Speaking (6)
- ⊕ Report Writing (3)
- ⊕ Conflict Resolution (6)

PRODUCTIVITY

- ⊕ Program Management (2)

EXPERIENCE

PROGRAM MANAGER AT ELLAYNE GOLDMAN & ASSOCIATES

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Header Layout Deliberations

Almost all of the options presented from pages 16 to 22 are simply stylistic and won't be the main reason the employer decides whether or not to hire you. However, I've written about the importance of design decisions in portfolios on [LinkedIn](#). Along with the Content and the Interactivity of a résumé, Design is a necessary component - and neglecting to focus on it could cost you an interview or even the job. While one could argue that Content trumps all else in the portfolio crafting process, I would argue that being well-rounded through the introduction of smooth design and clever interactivity - in ADDITION to eloquently written content - puts one above the competition. On the other hand, these 'Header Layout' options barely scrape the service of Design, which brings me back to my point: whether or not you decide to use a 'Line Divider' or a 'Reference Tag' will not be the ultimate reason an employer hires you - however, it does contribute to the overall Design of the résumé, which does have a huge bearing on their decision. So either way, put some thought into it.

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Body Layouts

Summary | No Summary

Summary

AUSTIN J. ROBINSON

Portland, OR / 325-998-0115 / austin@austinrobinson.ca

Experienced and resourceful professional with an exceptional track in Program Management.

No Summary

AUSTIN J. ROBINSON

Portland, OR / 325-998-0115 / austin@austinrobinson.ca

Flow Top to Bottom | Divided Left and Right

Content Flow Top-Bottom

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

references available upon request

Experience

Program Manager - Elayne Goldman & Associates, Inc. | Portland Feb. 2019 - Current

- Extends quality vocational rehabilitation services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Portfolio Administrator - Micro Enterprise Services of Oregon | Portland July 2018 - Feb. 2019

- Supervised the financial portfolios of over 200 clients (\$400K+), including our own (\$4M+).
- Doubled the viewers of the company's social media accounts, newsletter content, and website.
- Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Volunteer Coordinator (Internship) - Inside Books Project | Austin, TX Jan. 2014 - Jan. 2017

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Court Appointed Special Advocate - Guardian Partners | Portland July 2018 - Current

- Reports to the Oregon Judicial Department on behalf of vulnerable populations.

Senior Facilitator - Hugh O'Brian Youth Leadership | Anchorage, AK Apr. 2011 - Current

- Facilitates leadership, volunteerism, and education in a cohort of students every year.

Board Member - Kiwanis Slabtown | Portland Aug. 2009 - Current

- Assures the internal sustainability of a local Portland chapter of the largest service organization.

Qualifications

Productivity	Years	Management	Years	Technical	Years
• Microsoft Office	10+	• Program Management	2	• SEO Quality	5
• Report Writing	3	• Service Coordination	2	• Google Analytics	5
• Content Management	5	• Nonprofit Administration	5	• HTML/CSS	1
• Business Development	2	• Marketing & Branding	5	• Adobe Programs	1
• Strategic Goal Setting	5	• Recruitment & Delegation	4	• Video Editing	1
• Conflict Resolution	5	• Customer Relations	1	• Content Writing	5
• Public Speaking	4	• Human Resources	2	• Quick to Learn	

Honors

- PVSA Lifetime Achievement Award** - Highest volunteer distinction in the United States.
- Rapoport Service Scholar Recipient** - Service related full-ride scholarship dedicated to social change.
- Texas Exes Scholarship Selection Committee** - A scholarship application review board for UT Austin.

Education

Howard Payne University GPA: 3.83	MS Criminal Justice	2017 - 2019
The University of Texas at Austin GPA: 3.63	BS Applied Learning & Development BA English, Nonprofit Administration	2013 - 2017

Content Divide Left-Right



Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Skills

Management

- ▼ Nonprofit Administration (5 yrs)
- ▼ Case Management (4)
- ▼ Government Report Writing (4)
- ▼ Disabilities Management (3)
- ▼ IDD Population Services (2)

Human Services

- ▼ Social Services (4)
- ▼ Inter-Agency Collaboration (4)
- ▼ Community Resources (3)
- ▼ Client Progress Monitoring (3)
- ▼ Crisis Intervention (2)

Productivity

- ▼ Computer/Office Equipment (7)
- ▼ Program Management (3)
- ▼ Record Keeping (3)
- ▼ Confidentiality & HIPAA (3)
- ▼ Grant Writing (1)

Education

University of Texas at Austin

Grad: 2016

GPA: 3.63

Bachelor of Science:

Community & Social Services

Certificate:

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- ▲ Extends quality employment services to over 50 individuals with various disabilities.
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July 2018 to February 2019

- ▲ Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
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- ▲ Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Volunteer Coordinator at Inside Books Project

January 2014 - January 2017

- ▲ Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- ▲ Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- ▲ Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Court Appointed Special Advocate at Guardian Partners

July 2018 to Present

- ▲ Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Board Member at Kiwanis International

August 2009 to Present

- ▲ Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social issues.

Position First | Company First

Position First



Skills

Management

- ♦ Nonprofit Admin. (5 yrs)
- ♦ Case Management (4)
- ♦ Gov. Report Writing (4)
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Company First

Skills

Management

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Elayne Goldman & Associates | Program Manager

February 2019 to Present

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- ◆ Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

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Guardian Partners | Court Appointed Special Advocate

July 2018 to Present

- ◆ Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Kiwanis International | Board Member

August 2009 to Present

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Chronological | Functional | Combination

Chronological (Experiences First)

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

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Experience

- Program Manager - Elayne Goldman & Associates, Inc. | Portland** Feb. 2019 - Current
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• Microsoft Office	10+	• Program Management	2	• SEO Quality	5
• Report Writing	3	• Service Coordination	2	• Google Analytics	5
• Content Management	5	• Nonprofit Administration	5	• HTML/CSS	1
• Business Development	2	• Marketing & Branding	5	• Adobe Programs	1
• Strategic Goal Setting	5	• Recruitment & Delegation	4	• Video Editing	1
• Conflict Resolution	5	• Customer Relations	1	• Content Writing	5
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Functional (Qualifications First)

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Qualifications

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- Facilitates leadership, volunteerism, and education in a cohort of students every year.

Board Member - Kiwanis Slabtown | Portland Aug. 2009 - Current

- Assures the internal sustainability of a local Portland chapter of the largest service organization.

Honors

- **PVSA Lifetime Achievement Award** - Highest volunteer distinction in the United States.
- **Rapoport Service Scholar Recipient** - Service related full-ride scholarship dedicated to social change.
- **Texas Exes Scholarship Selection Committee** - A scholarship application review board for UT Austin.

Education

Howard Payne University MS | Criminal Justice 2017 - 2019

GPA: 3.83

The University of Texas at Austin BS | Applied Learning & Development 2013 - 2017

GPA: 3.63

BA | English, Nonprofit Administration

Combination (Mix & Match)

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

references available upon request

Education

Howard Payne University GPA: 3.83	MS Criminal Justice	2017 - 2019
The University of Texas at Austin GPA: 3.63	BS Applied Learning & Development BA English, Nonprofit Administration	2013 - 2017

Qualifications

Productivity	Years	Management	Years	Technical	Years
• Microsoft Office	10+	• Program Management	2	• SEO Quality	5
• Report Writing	3	• Service Coordination	2	• Google Analytics	5
• Content Management	5	• Nonprofit Administration	5	• HTML/CSS	1
• Business Development	2	• Marketing & Branding	5	• Adobe Programs	1
• Strategic Goal Setting	5	• Recruitment & Delegation	4	• Video Editing	1
• Conflict Resolution	5	• Customer Relations	1	• Content Writing	5
• Public Speaking	4	• Human Resources	2	• Quick to Learn	

Experience

Program Manager - Elayne Goldman & Associates, Inc. Portland	Feb. 2019 - Current
• Extends quality vocational rehabilitation services to over 50 individuals with various disabilities.	
• Develops and executes 8 company services to assure quality job placement for our clients.	
• Collaborates with 4 government entities across 5 counties to provide local talent to businesses.	
Portfolio Administrator - Micro Enterprise Services of Oregon Portland	July 2018 - Feb. 2019
• Supervised the financial portfolios of over 200 clients (\$400K+), including our own (\$4M+).	
• Doubled the viewers of the company's social media accounts, newsletter content, and website.	
• Wrote grants to acquire Federal and State government funding for Oregon and Washington.	
Volunteer Coordinator (Internship) - Inside Books Project Austin, TX	Jan. 2014 - Jan. 2017
• Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.	
• Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.	
Increased our volunteer base by 50 members through community engagement recruitment.	

Leadership

Court Appointed Special Advocate - Guardian Partners Portland	July 2018 - Current
• Reports to the Oregon Judicial Department on behalf of vulnerable populations.	
Senior Facilitator - Hugh O'Brian Youth Leadership Anchorage, AK	Apr. 2011 - Current
• Facilitates leadership, volunteerism, and education in a cohort of students every year.	

Board Member - Kiwanis Slabtown Portland	Aug. 2009 - Current
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Honors

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Body Layout Deliberations

The options presented from pages 25 to 32 are more on the Content and Interactivity side of portfolio crafting. Content being the words written on the page, and Interactivity being the way in which they are placed and presented to the reader. When creating a résumé or any other professional document, you need to think about how the employer may read it. You've probably heard the phrase "Employers only spend 10 seconds on each résumé before deciding what to do with it." I'm not here to lend credence to it, as I have no clue if it's factual, but I will say that it places a lot of importance on the Interactivity of a résumé. We can assume Hiring Managers and HR Specialists collect dozens, if not hundreds, of résumés for each job posting. If they aren't using an Applicant Tracking System (ATS), that means they are most likely just darting their eyes across each résumé looking for those key words and the necessary qualifications to either move you on to the next phase of hiring or move your résumé from the desk to the trash. The Content is what their eyes are darting for - how you help them interact with your résumé through the layout will help them catch that Content. So put some thought into it.

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Master

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

references available upon request

Experience

- Program Manager - Elayne Goldman & Associates, Inc. | Portland** Feb. 2019 - Current
- Extends quality vocational rehabilitation services to over 50 individuals with various disabilities.
 - Develops and executes 8 company services to assure quality job placement for our clients.
 - Collaborates with 4 government entities across 5 counties to provide local talent to businesses.
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- Supervised the financial portfolios of over 200 clients (\$400K+), including our own (\$4M+).
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- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
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- Reports to the Oregon Judicial Department on behalf of vulnerable populations.
- Senior Facilitator - Hugh O'Brian Youth Leadership | Anchorage, AK** Apr. 2011 - Current
- Facilitates leadership, volunteerism, and education in a cohort of students every year.
- Board Member - Kiwanis Slabtown | Portland** Aug. 2009 - Current
- Assures the internal sustainability of a local Portland chapter of the largest service organization.

Qualifications

Productivity	Years	Management	Years	Technical	Years
• Microsoft Office	10+	• Program Management	2	• SEO Quality	5
• Report Writing	3	• Service Coordination	2	• Google Analytics	5
• Content Management	5	• Nonprofit Administration	5	• HTML/CSS	1
• Business Development	2	• Marketing & Branding	5	• Adobe Programs	1
• Strategic Goal Setting	5	• Recruitment & Delegation	4	• Video Editing	1
• Conflict Resolution	5	• Customer Relations	1	• Content Writing	5
• Public Speaking	4	• Human Resources	2	• Quick to Learn	

Honors

- PVSA Lifetime Achievement Award** - Highest volunteer distinction in the United States.
- Rapoport Service Scholar Recipient** - Service related full-ride scholarship dedicated to social change.
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Education

Howard Payne University GPA: 3.83	MS Criminal Justice	2017 - 2019
The University of Texas at Austin GPA: 3.63	BS Applied Learning & Development BA English, Nonprofit Administration	2013 - 2017

Cover Letter

July 6, 2020

Re: Open Positions

Hiring Manager,

I am interested in open positions at your company and the opportunity your business would provide me to professionally develop. In my current role as the Program Manager of Elayne Goldman & Associates, Inc. - a company under the Oregon Department of Human Services - my primary responsibilities include assisting vulnerable populations with governmental services, monitoring a caseload of individuals with disabilities, and documenting activities and behaviors. Recently, I increased our employment services to five counties so we can provide more help to more individuals who experience disabilities, while also supervising our 10 employees.

Aside from my work experience, I also recently graduated with a Masters of Science degree in Criminal Justice from Howard Payne University. My focus was in Corrections and Rehabilitative Measures, and my thesis was on Corporate Employment for Ex-Offenders to help break down the barriers between them and meaningful work beyond their sentence. I have a great relationship with my advisor and professors, and would be more than willing to provide their contact information for reference letters, upon your request.

I also have relevant past work experiences, education, and leadership that aid in my abilities to perform in many positions that you might have open. Below is an overview of my accomplishments:

- I have 3 years of Report Writing experience, as I have almost exclusively worked in social services, where I directly report to the government with documents free of errors and subjectivity. My English degree from undergrad and the nonprofit publishing press I run ensure I have excellent written communication.
- As a Program Manager, I completely developed my current company's Discovery Program, which is a service the state government provides to high school students who are looking for their passion to work. I created the program profile template that has been applauded by the state of Oregon, and drafted all supporting documentation to make the program a success.
- I have countless years of technology, social media, and website experience - from running the social media accounts of many businesses I've worked for to developing websites in HTML, CSS, and more. I have managed the content of company newsletters, designed company logos in Adobe Illustrator / InDesign, and provided SEO quality and analytics data to executive boards. I am incredibly quick and eager to learn new technologies and prove myself at developing new skills efficiently.

I understand you're looking to make a difference in the lives of your consumers, ensuring their loyalty and access to quality services / products. I would love to be part of the team responsible for accomplishing those goals. As someone who believes in the value of business, I will make a difference in your company and in the lives of each party you interact with.

Thank you for your time,

Austin J. Robinson
austin@austinrobinson.ca

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Reference List

Elayne Goldman**

Director, Elayne Goldman & Associates
Portland, Oregon
elayne@egoldmaninc.com
+1 (971) 235-5548

Marie Miglin*

Group Leader, Citizens' Climate Lobby
Houston, Texas
mtmiglin@gmail.com
+1 (713) 203-4728

Jose Cordovez**

Underwriter, MESO
Portland, Oregon
joselcordovez@gmail.com
+1 (415) 509-5067

Eric Bowles

Director, Rapoport Service Scholars
Austin, Texas
bowles@austin.utexas.edu
+1 (512) 232-3480

Jason Goodwill*

President, Slabtown Kiwanis Club
Portland, Oregon
jasong@courtyardvillage.com
+1 (503) 941-8353

Mackenzie Burrows*

Case Manager, Central TX MHMR
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mackenzie.burrows@cflr.us
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Marc Kochanski*

Executive Director, Guardian Partners
Portland, Oregon
marc@guardian-partners.org
+1 (971) 409-1358

Dr. Charles Cooper*

Physician, Veterans Affairs Clinic
Brownwood, Texas
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+1 (214) 460-6471

Erin Orchard*

Leadership Chair, HOBY Seminar
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orchard.erin@gmail.com
+1 (801) 588-9331

Belinda Touhakis**

Owner, Early Game & Skate
Brownwood, Texas
btouhakis@gmail.com
+1 (325) 203-1282

*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Thank You

July 6, 2020

Angela Lawrence,

Thank you for taking the time to consider me for your Business Development Coordinator position. It was wonderful meeting all three of you to go over how you see me fitting into the role.

This letter serves primarily to thank you, but to also expand on certain questions you asked during the interview that I feel I didn't devote enough time to:

- **Tell us more about your self-created company procedures described in the cover letter.**

Elayne Goldman & Associates is a fairly new company. Therefore, I've had the pleasure of building procedures from the ground up. As Program Manager, I hired my team, built their caseloads, and then streamlined the way they complete client services. For example, the State hires us to conduct "Discovery" services, in which we help students discover their career aspirations. Based on my consultations with government officials, I created the 25-page submission document, the time-frame and checklist measurements, and the regulations surrounding how we maintain top-quality assistance

- **You seem highly self-motivated – how do you stay productive?**

I have been a productive person since as long as I can remember. At a young age, I was interested in understanding the processes needed to achieve any set goal. Throughout the years, I held on to those productivity principles and introduced time management to ensure I set exceptional goals and achieve them. This is proven through the professional projects I've undertaken on my own time: a publishing press for underprivileged authors, a scholarship for UT students who serve their communities, receiving the President's Lifetime Achievement Award by the age of 22, and much more

- **Why are you leaving the nonprofit sector?**

While I did discuss this in detail during the interview, I want to reiterate my reasons: Professional Development and Philanthropy Resources. (1) Professional Development is crucial in today's world. Companies often use the best software to efficiently reach their goals – such as Tableau, SharePoint, and Concur. Nonprofits don't have that luxury, which means nonprofit employees don't have the luxury of building desirable skills. (2) Giving back is at the core of my being. I grew up in a poor rural town and eventually became a first-generation graduate. I don't want that to be a story future generations have to tell. I want to use the increased resources I receive from the private sector to help those like me who aren't as lucky as me.

Again, thank you for the opportunity to be considered for employment at Schwabe, Williamson & Wyatt. I strive every day to make a difference in this world, and I know your company is doing the same by making legal services available to everyone.

Austin J. Robinson
austin@austinrobinson.ca

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Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Skills

Management

- ▼ Nonprofit Administration (5 yrs)
- ▼ Case Management (4)
- ▼ Government Report Writing (4)
- ▼ Disabilities Management (3)
- ▼ IDD Population Services (2)

Human Services

- ▼ Social Services (4)
- ▼ Inter-Agency Collaboration (4)
- ▼ Community Resources (3)
- ▼ Client Progress Monitoring (3)
- ▼ Crisis Intervention (2)

Productivity

- ▼ Computer/Office Equipment (7)
- ▼ Program Management (3)
- ▼ Record Keeping (3)
- ▼ Confidentiality & HIPAA (3)
- ▼ Grant Writing (1)

Education

University of Texas at Austin

Grad: 2016

GPA: 3.63

Bachelor of Science:

Community & Social Services

Certificate:

Nonprofit Administration

Awards

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

Rapoport Service Scholar

Service-related full ride scholarship dedicated to social change.

Texas Exes Selection Committee

A scholarship application review board for UT Austin.

Experience

Program Manager at Elayne Goldman & Associates

February 2019 to Present

- ▲ Extends quality employment services to over 50 individuals with various disabilities.
- ▲ Develops and executes 8 company services to assure quality job placement for our clients.
- ▲ Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Portfolio Administrator at MESO PDX

July 2018 to February 2019

- ▲ Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- ▲ Doubled the viewers of the company's social media accounts, newsletter content, and website.
- ▲ Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Volunteer Coordinator at Inside Books Project

January 2014 - January 2017

- ▲ Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- ▲ Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- ▲ Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Court Appointed Special Advocate at Guardian Partners

July 2018 to Present

- ▲ Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Board Member at Kiwanis International

August 2009 to Present

- ▲ Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social issues.



Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

July 6, 2020

Re: Case Manager (Developmental Disabilities Program)

Clackamas County,

I am interested in the job listing on your website for a Case Manager in the Developmental Disabilities Program. In my current role as the Disabilities Program Manager of Elayne Goldman & Associates - a company contracted under the Oregon Office of Developmental Disabilities Services - my primary responsibilities include assisting vulnerable populations with government services, monitoring a caseload of individuals with disabilities, and documenting activities and behaviors. During my time, I increased our disability services to five counties in order to provide further help to more individuals who experience disabilities, while supervising our 5 employees.

Aside from my work experience, I also recently graduated with a Masters of Science degree in Rehabilitation & Corrections from Howard Payne University. My focus was in Rehabilitative Measures, and my thesis was on employment for vulnerable populations to break down the barriers between them and community integration. While I have been working with vulnerable populations for many years in a variety of capacities, my primary passion is working with and alongside people who experience intellectual and/or developmental disabilities. I have worked as a Service Coordinator covering 7 counties in the state of Texas, as a Court Partner to help stop the abuse of people with disabilities in the state of Oregon, and as a Disabilities Employment Specialist to ensure people with disabilities are provided with integrated work within their community.

I also have relevant education and leadership experience that aid in my abilities to perform as a Case Manager in the Developmental Disabilities Program. Below is an overview:

- I have 4 years of Government Report Writing experience, as I have almost exclusively worked in social services, where I directly reported to a variety of collaborative agencies with documents free of errors and subjectivity. My English degree from undergrad and my certificate in Non-profit Administration ensure I have excellent written communication.
- I completely developed my current company's Discovery Program, ensuring ODDS clients discover their passion to work and be further integrated into society. I created the program profile template and drafted all supporting documentation to make the program a success.

I understand you're looking to make a difference in the lives of Oregonians with disabilities by holding yourself to a high standard of core values. I would love to be part of the team responsible for accomplishing those goals and having the Clackamas County Spirit. As someone who believes in the value of social services, I will make a difference in your company and in the lives of each individual we interact with.

Thank you for your time,

Austin J. Robinson
austin@austinrobinson.ca



Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Elayne Goldman**

CEO, Elayne Goldman & Assoc.
Portland, Oregon
elayne@egoldmaninc.com
+1 (917) 235-5548

Jose Cordovez**

Underwriter, MESO PDX
Portland, Oregon
joselcordovez@gmail.com
+1 (415) 509-5067

Marc Kochanski*

Executive Director, Guardian Partners
Portland, Oregon
marc@guardian-partners.org
+1 (971) 409-1358

Jason Goodwill*

President, Slabtown Kiwanis Club
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+1 (503) 941-8353

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+1 (512) 232-3480

Mackenzie Burrows**

Service Coordinator, Denton Co. MHMR
Denton, Texas
mackenziedburrows@gmail.com
+1 (325) 642-4653

Heath Fowler

Service Coordinator, Denton Co. MHMR
Denton, Texas
heathf@dentonmhmr.org
+1 (940) 735-0023

Belinda Touhakis**

Owner, Early Game & Skate
Brownwood, Texas
btouhakis@gmail.com
+1 (325) 203-1282

*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment



Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

June 6, 2020

Kimber Conway,

Thank you for taking the time to consider me for the position of Case Manager (Developmental Disabilities Program). It was wonderful meeting all of the interviewers to go over how you see me fitting into the role.

I have witnessed first-hand how great and passionate your program is, as I have worked with Clackamas County Service Coordinators and clients with great pleasure before. I am excited at the possibility of taking the next step to help Clackamas County provide quality services to the IDD population. It has been my mission in life to work with and alongside this population to make a difference in their quality of living and to help them foster independence.

I want to provide a couple pieces of additional information for clarity and transparency:

- Training & Experience**

I noted three avenues of experience I have with the IDD population: personal experience with my aunt, professional experience as a past Service Coordinator and Job Developer, and volunteer experience with Guardian Partners / the courts of Oregon. I want to note that I also have extensive training experience. I have been part of Columbia and Multnomah County's Employment First groups, and was a key person in helping develop the future direction of Clackamas County's Employment First group alongside Micah Sischo and Kriss Rita. Additionally, I have completed ODDS' DSP Blocks A & B, JDOT, various Wise trainings, and am enrolled in the new Open Future Learning platform. This is all aside from the Social Services degree I hold and the education that came with it. I am more than willing to continue learning and training.

- Change to Mackenzie Burrows's Employment.**

On my Reference List, I listed Mackenzie Burrows as a former coworker from my time being a Service Coordinator in Texas. As of June 1, 2020 she has left Central Texas MHMR to work for Denton County MHMR, still serving as a Service Coordinator. Her phone number remains the same, but her personal email is mackenziedburrows@gmail.com (they have not issued her a company email yet).

Again, thank you for the opportunity to be considered for employment at Clackamas County's Developmental Disabilities Program. I strive every day to make a difference in this world, and I know your program is doing the same by raising the quality of living for the IDD population across Clackamas County.

Attached to this letter is my professional portfolio, just in case.

Austin J. Robinson
austin@austinrobinson.ca

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Tech/Programming

Austin Robinson

7227 N. Philadelphia Ave. / Portland, OR 97203
(325)998-0115 / austin@austinrobinson.ca

Experienced and committed professional seeking a position in Program Management working on a team to heighten company services and provide quality consumer experiences.

Experience

Elayne Goldman & Associates - Program Manager

February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

MESO PDX - Portfolio Administrator

July 2018 - February 2019 / Portland, OR

- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- Doubled the viewers of the company's social media accounts, newsletter content, and website.
- Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Inside Books Project - Volunteer Coordinator

January 2014 - January 2017 / Austin, TX

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Guardian Partners - Court Appointed Advocate

July 2018 - Present / Portland, OR

Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Kiwanis International - Board Member, Volunteer

August 2009 - Present / Portland, OR

Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social change.

Skills

Management

- Nonprofit Admin. (5 years)
- Case Management (4)
- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)
- Community Resources (3)
- Client Progress Monitoring (3)

Productivity

- Computer/Office Equipment (7)
- Program Management (3)
- Record Keeping (3)
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Education

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Experienced and committed professional seeking a position in Program Management working on a team to heighten company services and provide quality consumer experiences.

Cover Letter

July 6, 2020

Re: Service Coordinator

Dear Hiring Manager,

I am interested in the job listing on your website for a Case Manager in the Developmental Disabilities Program. In my current role as the Disabilities Program Manager of Elayne Goldman & Associates - a company contracted under the Oregon Office of Developmental Disabilities Services - my primary responsibilities include assisting vulnerable populations with government services and monitoring a caseload of individuals with disabilities. During my time, I increased our disability services to five counties in order to provide further help to more individuals who experience disabilities, while supervising our 5 employees.

I also have relevant education and leadership experience that aid in my abilities to perform as a Case Manager in the Developmental Disabilities Program. Below is an overview:

- I have 4 years of Government Report Writing experience, where I directly reported to a variety of collaborative agencies with documents free of errors and subjectivity.
- My English degree from undergrad and my certificate in Nonprofit Administration ensure I have excellent written communication.
- I completely developed my current company's Discovery Program, ensuring ODDS clients discover their passion to work and be further integrated into society.

I understand you're looking to make a difference in the lives of Oregonians with disabilities by holding yourself to a high standard of core values. I would love to be part of the team responsible for accomplishing those goals and having the Clackamas County Spirit. As someone who believes in the value of social services, I will make a difference in your company and in the lives of each individual we interact with.

Thank you for your time,

Austin J. Robinson

References

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CEO, Goldman & Associates
Portland, Oregon
elayne@egoldmaninc.com
+1 (917) 235-5548

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+1 (415) 509-5067

Marc Kochanski*

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Erin Orchard*

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orchard.erin@gmail.com
+1 (801) 588-9331

***Has provided a Letter of Recommendation, available upon request.**

****Was my boss or coworker in paid employment.**

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Business==

AUSTIN J. ROBINSON

Portland, OR / 325-998-0115 / austin@austinrobinson.ca

Experienced and resourceful professional with an exceptional track in Program Management.

SKILLS

Management

- Nonprofit Admin. (5 years)
- Case Management (4)
- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)
- Community Resources (3)
- Client Progress Monitoring (3)

Productivity

- Computer/Office Equipment (7)
- Program Management (3)
- Record Keeping (3)
- Confidentiality & HIPAA (3)

EDUCATION

University of Texas

Grad. 2016 / Austin, TX

Bachelor of Science:

- Youth & Social Services

Certificate:

- Nonprofit Administration

HONORS

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

Rapoport Service Scholar

Service-related full ride scholarship dedicated to social change.

Texas Exes Selection

A scholarship application review board for UT Austin.

References Available Upon Request.

EXPERIENCE

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February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
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- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

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- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
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- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 50 members through community engagement recruitment.

LEADERSHIP

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Reports Monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

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August 2009 - Present / Portland, OR

Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social change.

AUSTIN J. ROBINSON

Portland, OR / 325-998-0115 / austin@austinrobinson.ca

Experienced and resourceful professional with an exceptional track in Program Management.

COVER LETTER

July 6, 2020

Re: Service Coordinator

Dear Hiring Manager,

I am interested in the job listing on your website for a Case Manager in the Developmental Disabilities Program. In my current role as the Disabilities Program Manager of Elayne Goldman & Associates my primary responsibilities include assisting vulnerable populations with government services, monitoring a caseload of individuals with disabilities, and documenting activities and behaviors. During my time, I increased our disability services to five counties in order to provide further help to more individuals who experience disabilities, while supervising our 5 employees.

Aside from my work experience, I also recently graduated with a Masters of Science degree in Rehabilitation & Corrections from Howard Payne University. My focus was in Rehabilitative Measures, and my thesis was on employment for vulnerable populations to break down the barriers between them and community integration. While I have been working with vulnerable populations for many years in a variety of capacities, my primary passion is working with and alongside people who experience intellectual and/or developmental disabilities. I have worked as a Service Coordinator covering 7 counties in the state of Texas, as a Court Partner to help stop the abuse of people with disabilities in the state of Oregon, and as a Disabilities Employment Specialist to ensure people with disabilities are provided with integrated work within their community.

I also have relevant education and leadership experience that aid in my abilities to perform as a Case Manager in the Developmental Disabilities Program. Below is an overview:

- I have 4 years of Government Report Writing experience, as I have almost exclusively worked in social services, where I directly reported to a variety of collaborative agencies with documents free of errors and subjectivity.
- I completely developed my current company's Discovery Program, ensuring ODDS clients discover their passion to work and be further integrated into society. I created the program profile template and drafted all supporting documentation to make the program a success.

I understand you're looking to make a difference in the lives of Oregonians with disabilities by holding yourself to a high standard of core values. I would love to be part of the team responsible for accomplishing those goals and having the Clackamas County Spirit. As someone who believes in the value of social services, I will make a difference in your company and in the lives of each individual we interact with.

Thank you for your time,

Austin J. Robinson
austin@austinrobinson.ca

AUSTIN J. ROBINSON

Portland, OR / 325-998-0115 / austin@austinrobinson.ca

Experienced and resourceful professional with an exceptional track in Program Management.

REFERENCE LIST

Elayne Goldman**

CEO, Elayne Goldman & Associates
Portland, Oregon
elayne@egoldmaninc.com
+1 (917) 235-5548

Jose Cordovez**

Underwriter, MESO PDX
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Executive Director, Guardian Partners
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marc@guardian-partners.org
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Jason Goodwill*

President, Slabtown Kiwanis Club
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Eric Bowles

Director, Rapoport Service Scholars
Austin, Texas
bowles@austin.utexas.edu
+1 (512) 232-3480

Mackenzie Burrows**

Service Coordinator, Central TX MHMR
Brownwood, Texas
mackenzie.burrows@cflr.us
+1 (325) 642-4653

Health Fowler

Service Coordinator, Denton Co. MHMR
Denton, Texas
heathf@dentonmhmr.org
+1 (940) 735-0023

Belinda Touhakis**

Owner, Early Game & Skate
Brownwood, Texas
btouhakis@gmail.com
+1 (325) 203-1282

*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment

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Program Manager

Program
Manager.

AR

Austin J. Robinson

325-998-0115 / austin@austinrobinson.ca / LinkedIn

designed by: Austin J. Robinson
references available by request

Experience

Elayne Goldman & Associates - Program Manager
February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Micro Enterprise Services of OR - Portfolio Administrator

July 2018 - February 2019 / Portland, OR

- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- Doubled the viewers of the company's social media accounts, newsletter content, and website.
- Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Inside Books Project - Volunteer Coordinator

January 2014 - January 2017 / Austin, TX

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.

Inside Books Project - Volunteer Coordinator

January 2014 - January 2017 / Austin, TX

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.

Qualifications

Management: Nonprofit Administration (5 years), Case Management (4), Government Report Writing (4), Disabilities Management (3), A Fifth Thing (?), A Sixth Thing (?)

Human Services: Social Services (4), Inter-Agency Collaboration (4), Community Resources (3), Client Progress Monitoring (3), A Fifth Thing (?), A Sixth Thing (?)

Education

B.S. | Youth & Social Services
Cert. | Nonprofit Administration
The University of Texas at Austin
GPA: 3.63 / 2013 - 2017

M.S. | Criminal Justice
Track | Corrections & Rehab.
Howard Payne University
GPA: 3.83 / 2017 - 2019

Leadership

Guardian Partners
Court Appointed Monitor
July 2018 - Present / PDX

Kiwanis International
Board Member, Volunteer
Aug. 2009 - Present / PDX

Kiwanis International
Board Member, Volunteer
Aug. 2009 - Present / PDX

Honors

PVSA Lifetime Achievement
The highest volunteer distinction in the United States.

Rapoport Service Scholar
Service-related full ride scholarship dedicated to social change.

Texas Exes Selection
A scholarship application review board for UT Austin.

Program
Manager.

AR

Austin J. Robinson

325-998-0115 / austin@austinrobinson.ca / LinkedIn

designed by: Austin J. Robinson
Cover Letter / Reference List

Cover Letter

July 6, 2020

Re: Service Coordinator

Dear Hiring Manager,

I am interested in the job listing on your website for a Case Manager in the Developmental Disabilities Program. In my current role as the Disabilities Program Manager of Elayne Goldman & Associates - a company contracted under the Oregon Office of Developmental Disabilities Services - my primary responsibilities include assisting vulnerable populations with government services and monitoring a caseload of individuals with disabilities. During my time, I increased our disability services to five counties in order to provide further help to more individuals who experience disabilities, while supervising our 5 employees.

I also have relevant education and leadership experience that aid in my abilities to perform as a Case Manager in the Developmental Disabilities Program. Below is an overview:

- I have 4 years of Gov. Report Writing experience, where I directly reported to a variety of collaborative agencies with documents free of errors & subjectivity.
- My English degree from undergrad and my certificate in Nonprofit Administration ensure I have excellent written communication.
- I completely developed my current company's Discovery Program, ensuring ODDS clients discover their passion to work and be further integrated into society.

I understand you're looking to make a difference in the lives of Oregonians with disabilities by holding yourself to a high standard of core values. I would love to be part of the team responsible for accomplishing those goals and having the Clackamas County Spirit. As someone who believes in the value of social services, I will make a difference in your company and in the lives of each individual we interact with.

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**Was my boss or coworker in paid employment.

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Marketing.

Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Skills

Management

- Program Management (2 years)
- Initiative Development (3)
- Social Services Case Manag. (3)
- Multi-Agency Collaboration (5)
- Staff Management (2)

Recruitment

- Volunteer Recruitment (5)
- Hiring / Human Resources (2)
- Employee Training (2)
- Human Resources (2)
- Community Engagement (5)

Technical / Misc.

- MS Office (10+)
- Budgeting Portfolios (1)
- Training Document Devel. (2)
- Marketing (2)
- Disaster Preparedness (2)

Education

University of Texas at Austin

Grad: 2017

GPA: 3.63

Bachelor of Science:

Youth & Community Studies

Certificate:

Nonprofit Administration

Awards

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

Rapoport Service Scholar

Service-related fullride scholarship dedicated to social change.

Texas Exes Selection Committee

A scholarship application review board for UT Austin.

Experience

Program Manager at Elayne Goldman & Associates

February 2019 to Present

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Portfolio Administrator at MESO PDX

July 2018 to February 2019

- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
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January 2014 to January 2017

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 100 members through community engagement recruitment.

Leadership

Court Appointed Special Advocate at Guardian Partners

July 2018 to Present

Reports monthly to the Oregon Judicial Department on behalf of people with disabilities, the elderly, and other vulnerable populations.

Board Member at Kiwanis International

August 2009 to Present

Helps kids in the local community with a group of people that take on large-scale challenges.



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Cover Letter

July 6, 2020
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references
available upon
request.

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GENERAL

AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

references available
upon request

SKILLS

MANAGEMENT

- Microsoft Office (10+ years)
- Content Management (5)
- Public Speaking (4)
- Report Writing (3)
- Conflict Resolution (5)

PRODUCTIVITY

- Program Management (2)
- Recruitment (4)
- Customer Relations (1)
- Human Resources (2)
- Marketing & Branding (5)

TECHNICAL

- SEO Quality (5)
- Google Analytics (5)
- HTML/CSS (1)
- Adobe Creative Cloud (1)
- Content Writing (1)

EDUCATION

UNIVERSITY OF TEXAS AT AUSTIN

Grad: 2017

GPA: 3.63

Bachelor of Science:

Youth & Community Studies

Certificate:

Nonprofit Administration

AWARDS

PVSA LIFETIME ACHIEVEMENT

The highest volunteer distinction in the United States.

RAPORT SERVICE SCHOLAR

Service-related fullride scholarship dedicated to social change.

TEXAS EXES SELECTION COMMITTEE

A scholarship application review board for UT Austin.

EXPERIENCE

PROGRAM MANAGER AT ELLAYNE GOLDMAN & ASSOCIATES

February 2019 to Present

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

PORTFOLIO ADMINISTRATOR AT MESO PDX

July 2018 to February 2019

- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- Doubled the viewers of the company's social media accounts, newsletter content, and website.
- Wrote grants to acquire Federal and State government funding for Oregon and Washington.

CUSTOMER RELATIONS MANAGER AT EARLY GAME & SKATE

November 2017 to July 2018

- Created and maintained social activities to promote the healthy development of the community's youth.
- Worked with customers to ensure the best experience possible for their children.
- Acted as the primary contact for the entertainment center for customer relations.

LEADERSHIP

COURT APPOINTED SPECIAL ADVOCATE AT GUARDIAN PARTNERS

July 2018 to Present

- Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

BOARD MEMBER AT KIWANIS INTERNATIONAL

August 2009 to Present

- Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social issues.

AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | [LinkedIn](#)

Cover Letter

JULY 6, 2020

RE: OPEN POSITIONS

Hiring Manager,

I am interested in open positions at your company and the opportunity your business would provide me to professionally develop. In my current role as the Program Manager of Elayne Goldman & Associates, Inc. - a company under the Oregon Department of Human Services - my primary responsibilities include assisting vulnerable populations with governmental services, monitoring a caseload of individuals with disabilities, and documenting activities and behaviors. Recently, I increased our employment services to five counties so we can provide more help to more individuals who experience disabilities, while also supervising our 10 employees.

Aside from my work experience, I also recently graduated with a Masters of Science degree in Criminal Justice from Howard Payne University. My focus was in Corrections and Rehabilitative Measures, and my thesis was on Corporate Employment for Ex-Offenders to help break down the barriers between them and meaningful work beyond their sentence. I have a great relationship with my advisor and professors, and would be more than willing to provide their contact information for reference letters, upon your request.

I also have relevant past work experiences, education, and leadership that aid in my abilities to perform in many positions that you might have open. Below is an overview of my accomplishments:

- I have 3 years of Report Writing experience, as I have almost exclusively worked in social services, where I directly report to the government with documents free of errors and subjectivity. My English degree from undergrad and the nonprofit publishing press I run ensure I have excellent written communication.
- As a Program Manager, I completely developed my current company's Discovery Program, which is a service the state government provides to high school students who are looking for their passion to work. I created the program profile template that has been applauded by the state of Oregon, and drafted all supporting documentation to make the program a success.
- I have countless years of technology, social media, and website experience - from running the social media accounts of many businesses I've worked for to developing websites in HTML, CSS, and more. I have managed the content of company newsletters, designed company logos in Adobe Illustrator / InDesign, and provided SEO quality and analytics data to executive boards. I am incredibly quick and eager to learn new technologies and prove myself at developing new skills efficiently.

I understand you're looking to make a difference in the lives of your consumers, ensuring their loyalty and access to quality services / products. I would love to be part of the team responsible for accomplishing those goals. As someone who believes in the value of business, I will make a difference in your company and in the lives of each party you interact with.

THANK YOU FOR YOUR TIME,

AUSTIN J. ROBINSON
AUSTIN@AUSTINROBINSON.CA

AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

REFERENCE LIST

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MARIE MIGLIN*

Group Leader, Citizens' Climate Lobby
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*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment

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LinkedIn



Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Experience

Elayne Goldman & Associates - Program Manager

February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
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July 2018 - February 2019 / Portland, OR

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January 2014 - January 2017 / Austin, TX

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Guardian Partners - Court Appointed Special Advocate

July 2018 - Present / Portland, OR

Reports Monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Kiwanis International - Board Member, Volunteer

August 2009 - Present / Portland, OR

Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social change.

Skills

Management

- Nonprofit Admin. (5 years)
- Case Management (4)
- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Inter-Agency Collaboration (4)
- Community Resources (3)
- Client Progress Monitoring (3)

Productivity

- Computer/Office Equipment (7)
- Program Management (3)
- Record Keeping (3)
- Confidentiality & HIPAA (3)

Education

University of Texas

Grad. 2016 / Austin, TX

Bachelor of Science:

- Youth & Social Services

Certificate:

- Nonprofit Administration

Awards

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

Rapoport Service Scholar

Service-related full ride scholarship dedicated to social change.

Texas Exes Selection

A scholarship application review board for UT Austin.

References Available Upon Request.



Cover Letter

July 6, 2020

Re: Service Coordinator

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|Disaster Relief +

Austin Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Skills

Management

- + Program Management (2 years)
- + Initiative Development (3)
- + Social Services Case Manag. (3)
- + Multi-Agency Collaboration (5)
- + Staff Management (2)

Recruitment

- + Volunteer Recruitment (5)
- + Hiring / Human Resources (2)
- + Employee Training (2)
- + Human Resources (2)
- + Community Engagement (5)

Technical / Misc.

- + MS Office (10+)
- + Budgeting Portfolios (1)
- + Training Document Devel. (2)
- + Marketing (2)
- + Disaster Preparedness (2)

Education

University of Texas at Austin

Grad: 2017

GPA: 3.63

Bachelor of Science:

Youth & Community Studies

Certificate:

Nonprofit Administration

Awards

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The highest volunteer distinction in the United States.

Rapoport Service Scholar

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Texas Exes Selection Committee

A scholarship application review board for UT Austin.

Experience

Program Manager at Elayne Goldman & Associates

February 2019 to Present

- + Extends quality employment services to over 50 individuals with various disabilities.
- + Develops and executes 8 company services to assure quality job placement for our clients.
- + Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Portfolio Administrator at MESO PDX

July 2018 to February 2019

- + Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
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January 2014 to January 2017

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Court Appointed Special Advocate at Guardian Partners

July 2018 to Present

- + Reports monthly to the Oregon Judicial Department on behalf of people with disabilities, the elderly, and other vulnerable populations.

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August 2009 to Present

- + Helps kids in the local community with a group of people that take on large-scale challenges.

Austin Robinson

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Cover Letter

July 6, 2020

Re: Associate Director - Volunteer Engagement & Support

Habitat For Humanity,

I heard about your job listing for an Associate Director in Portland, Oregon from Indeed. I would love to be considered for the position because I fit all of the qualifications, I have performed all of the responsibilities listed on the job description, and it will keep me in a position of helping people. In my current role as the Program Manager of Elayne Goldman & Associates - a company under Oregon DHS - my primary duties include assisting vulnerable populations with governmental services, monitoring a caseload of individuals with disabilities, and documenting services and outcomes. Recently, I increased our employment services to 5 counties so we can provide help to more individuals who experience disabilities, while also hiring and supervising our 5 new employees.

Aside from my work experience, I also graduated with a Bachelors of Science degree in Youth & Community Studies and a certificate in Nonprofit Administration from the University of Texas at Austin. My focus was in social services and I conducted most of my service-learning in New Orleans providing disaster relief to those affected by Hurricane Katrina. Since then, I have made a career in social services and nonprofits by providing case management to people with various disabilities and developing service programs alongside state government agencies.

I also have relevant past work experiences, education, and leadership that aid in my abilities to perform as an Associate Director. Below is an overview of my qualifications:

- As a Program Manager, I completely developed my current employer's Discovery Program, a service the state provides to students who are looking for employment. I created the program profile, which has been applauded by Oregon ODDS, and drafted all of the supporting documentation.
- I have 3 years of experience in direct volunteer recruitment and delegation - not including the years I spent recruiting fellow volunteers for service organizations. I gained this experience from Inside Books Project, the only nonprofit in the state of Texas allowed to send free books to prisoners.
- While in undergrad, I facilitated the spread of service-learning programs and volunteer opportunities to the student body. Since then, I have done the same in the community of Portland through my Kiwanis Chapter in Slabtown.

I understand you're looking to touch millions of lives every year while experiencing the greatness of the human spirit at its best. I would love to be part of the team responsible for accomplishing those goals. As someone who believes in the value of humanity, I will make a difference in your organization and in the lives of each individual we interact with.

Thank you for your time,

Austin J. Robinson
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Executive Director, Guardian Partners
Portland, Oregon
marc@guardian-partners.org
+1 (971) 409-1358

Mackenzie Burrows**

Case Manager, Central TX MHMR
Brownwood, Texas
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+1 (325) 642-4653

Jason Goodwill*

President, Slabtown Kiwanis Club
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+1 (503) 941-8353

Dr. Charles Cooper*

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+1 (214) 460-6471

Erin Orchard*

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orchard.erin@gmail.com
+1 (801) 588-9331

Belinda Touhakis**

Owner, Early Game & Skate
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btouhakis@gmail.com
+1 (325) 203-1282

*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment

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AUSTIN ROBINSON

325-998-0115 | austin@austinrobinson.ca | LinkedIn

references available
upon request

SKILLS

MANAGEMENT

- ⊕ Microsoft Office (10+ years)
- ⊕ Content Management (5)
- ⊕ Public Speaking (6)
- ⊕ Report Writing (3)
- ⊕ Conflict Resolution (6)

PRODUCTIVITY

- ⊕ Program Management (2)
- ⊕ Recruitment (10)
- ⊕ Customer Relations (1)
- ⊕ Human Resources (2)
- ⊕ Marketing & Branding (5)

TECHNICAL

- ⊕ SEO Quality (5)
- ⊕ Google Analytics (5)
- ⊕ HTML/CSS (1)
- ⊕ Adobe Creative Cloud (1)
- ⊕ Content Writing (1)

EDUCATION

UNIVERSITY OF TEXAS AT AUSTIN

Grad: 2017

GPA: 3.63

Bachelor of Science:

Youth & Community Studies

Certificate:

Nonprofit Administration

AWARDS

PVSA LIFETIME ACHIEVEMENT

The highest volunteer distinction in the United States.

RAPORT SERVICE SCHOLAR

Service-related fullride scholarship dedicated to social change.

TEXAS EXES SELECTION COMMITTEE

A scholarship application review board for UT Austin.

EXPERIENCE

PROGRAM MANAGER AT ELLAYNE GOLDMAN & ASSOCIATES

February 2019 to Present

- ⊕ Extends quality employment services to over 50 individuals with various disabilities.
- ⊕ Develops and executes 8 company services to assure quality job placement for our clients.
- ⊕ Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

PORTFOLIO ADMINISTRATOR AT MESO PDX

July 2018 to February 2019

- ⊕ Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- ⊕ Doubled the viewers of the company's social media accounts, newsletter content, and website.
- ⊕ Wrote grants to acquire Federal and State government funding for Oregon and Washington.

CUSTOMER RELATIONS MANAGER AT EARLY GAME & SKATE

November 2017 to July 2018

- ⊕ Created and maintained social activities to promote the healthy development of the community's youth.
- ⊕ Worked with customers to ensure the best experience possible for their children.
- ⊕ Acted as the primary contact for the entertainment center for customer relations.

LEADERSHIP

COURT APPOINTED SPECIAL ADVOCATE AT GUARDIAN PARTNERS

July 2018 to Present

- ⊕ Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

BOARD MEMBER AT KIWANIS INTERNATIONAL

August 2009 to Present

- ⊕ Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social issues.



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COVER LETTER

JULY 6, 2020

Re: HUMAN RESOURCES GENERALIST II (BENEFITS COORDINATOR)

University of Portland,

I heard about your job listing for a Human Resources Generalist II (Benefits Coordinator) in Portland, Oregon from your website. I would love to be considered for the position because I fit all of the qualifications, I have performed all of the responsibilities listed on the job description, and it will keep me in a position of helping people. In my current role as the Program Manager of Elayne Goldman & Associates - a company under Oregon DHS - my primary duties include assisting vulnerable populations with governmental services, monitoring a caseload of individuals with disabilities, and documenting services and outcomes. Recently, I increased our employment services to 5 counties so we can provide help to more individuals who experience disabilities, while also hiring and supervising our 5 employees.

Aside from my work experience, I also graduated with a Bachelor's of Science degree in Community Studies and a certificate in Nonprofit Administration from the University of Texas at Austin. My focus was in administration and I conducted most of my service-learning providing Volunteer Recruitment and Relations for Inside Books Project, the only nonprofit in Texas allowed to send free books to prisoners. Since then, I have made a career in nonprofit administration and hiring by developing service programs and creating positions inside of agencies that collaborate with multiple government entities.

I also have relevant past work experiences, education, and leadership that aid in my abilities to perform as an HR Generalist & Benefits Coordinator. Below is an overview of my qualifications:

- As a Program Manager, I completely developed my current employer's Discovery Program, a service Oregon State provides to students who are looking for employment. I created the program profile, which has been applauded by Oregon ODDS, and drafted all of the supporting documentation. Likewise, I hired and supervise all of my staff, providing them with professional development, employee relations, and HR communications.
- While in undergrad, I facilitated the spread of service-learning programs and volunteer opportunities to the student body. Since then, I have done the same in the community of Portland through my Kiwanis Chapter in Slabtown.

I understand you're looking to bridge the pillars of education, faith, and leadership in and outside of the classroom. I would love to be part of the team responsible for accomplishing those goals. As someone who believes in the value of university employees providing interdisciplinary studies, I will make a difference on your campus and in the lives of each employee I interact with.

THANK YOU FOR YOUR TIME,

AUSTIN J. ROBINSON

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REFERENCE LIST

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SUPPLEMENTAL QUESTIONS

JULY 6, 2020

RE: HUMAN RESOURCES GENERALIST II

Please explain what about the University of Portland interests you and describe your motivation to apply for this position.

My interests and motivation for this position is two-fold: I have an affinity for higher education settings, and I have a knack for hiring employees and maintaining employee relations. The position of Human Resources Generalist II combines the passion I have for working at a university with the skill I have in recruitment and delegation. Additionally, I live in the St. Johns area of Portland, so UP is my first choice when it comes to working at a college or university in the pacific northwest!

What are your work-related areas of strength? What work-related area would you like to improve?

My work-related areas of strength are: program and service development, implementation, and management; workplace enjoyment and communication; and providing the opportunity for professional development to new hires. I absolutely love hiring and recruitment because it allows me to bridge all three of those strengths. One work-related area I would like to improve on is prioritization. Often-times I work on many projects and get so excited about the next one that I forget where the priorities lie and what needs to be done first. However, I have been working on this in my current position and it has never been a problem to my employer. I simply get excited about the work I do easily and want to work on everything at once - however, I have never been reprimanded for this area.

Please explain what diversity, inclusion, and equity means to you. Please describe your education and work-related experiences applicable to diversity, inclusion, and equity.

Diversity, inclusion, and equity means providing opportunities to each and every student, employee, and individual while ensuring those who have historically been left behind are given a hand in catching up. I first engaged with diversity, inclusion, and equity when I started volunteering at the Texas School for the Blind and Visually Impaired (TSBVI), the state school for that population. I was a guide runner who would help the track and cross country teams train for their competitions, while also working with the library on implementing a program that creates more audiobooks for this population (although, admittedly, it was never implemented). I got connected with TSBVI through my Community Studies degree at UT Austin, where I engaged in service-learning opportunities to work with people of diverse and underprivileged populations. Now I have a career in working with people with Intellectual and/or Developmental Disabilities. While my current role is managing services and a program for my employer, I work directly with individuals with disabilities in order to help them obtain and maintain employment.

Please describe your experience in working on tasks or projects that require detail orientation and focus, but may be tedious. Please describe your strategy(ies) for doing this type of work.

A perfect example of task and project work I've accomplished is the development of my company's Discovery Program. Discovery is a state-wide benefit the state of Oregon provides to high school and university students with disabilities. The idea is to ensure that students with disabilities - who are often given less opportunities than their abled counterparts - receive the necessary services to discover their career passion, engage in professional document help, and are connected to employers through

JULY 6, 2020

RE: HUMAN RESOURCES GENERALIST II

someone who understands their strengths, interests, preferences, and needs. My employer is the agency that provides this service and the experts that help these students! As you can imagine, one needs to have a strategy set in place when it comes to creating, implementing, and managing a program that affects the lives of so many Oregonians with a diverse range of abilities. I knew I would need to speak with government officials that had previous experience with this benefit. I spoke with five different employees at a variety of agencies - from the Office of Developmental Disabilities Services to the Department of Education to Vocational Rehabilitation under the Department of Human Services - in order to understand the groundwork I would need to lay to make this program a success for our individuals. I then began crafting the required and supporting documentation that would not only provide the details of the program, but also train the future Discovery Specialists I hired once lifting the program off the ground. You can actually view the external client-facing part of those documents here: <https://www.dropbox.com/sh/h1m60cl7fz7a7iq/AADZTPCx34rJdMNkD1xa7tkTa?dl=0>. In order to complete these documents, I had to consult with fellow agencies providing the same program and compile their perceived requirements for success. The Executive Director of my company then tasked me with enrolling 3 individuals in the program to pilot it while assessing data on how feasible it was for our funding. Within a year, I had completed a dozen "Discovery Profiles" - a 25-page document provided to each student that takes a deep dive into the three-month program and what was completed. It turns out this service (one of eight that we provide) is the most financially lucrative and the one individuals find the most helpful!

Please describe your experience working with difficult or demanding customers or clients. Please describe your strategy(ies) for working with such customers/clients.

As someone who has worked almost exclusively with underprivileged populations, primarily those with disabilities, I understand the frustrations and demands of clients. Government agencies, benefits, and services aren't perfect. In fact, they are far from it; government employees are often undertrained and overworked. We have accidentally created a culture where populations that rely on government benefits don't trust the efficiency and effectiveness of the place they receive them from. I work directly with these individuals, so I try to restore some of their faith in the government every day. They are often disillusioned to the work I do and see me as someone who may be in the way of their livelihood. My strategies for working within these conditions include being kind, applying sympathy, and assuring them that I will be their biggest advocate when it comes to receiving the benefits and services they are owed by the government. I have worked with more difficult clients than I can count, but I can guarantee that I have worked my hardest to understand where their frustration comes from and to convert it into gratitude. I pride myself in client services for this reason.





Skills

Management

- ⊕ Microsoft Office (10+ years)
- ⊕ Content Management (5)
- ⊕ Public Speaking (6)
- ⊕ Report Writing (3)
- ⊕ Conflict Resolution (6)

Productivity

- ⊕ Program Management (2)
- ⊕ Recruitment (10)
- ⊕ Customer Relations (1)
- ⊕ Human Resources (2)
- ⊕ Marketing & Branding (5)

Technical

- ⊕ SEO Quality (5)
- ⊕ Google Analytics (5)
- ⊕ HTML/CSS (1)
- ⊕ Adobe Creative Cloud (1)
- ⊕ Content Writing (1)

Education

University of Texas at Austin

Grad: 2017

GPA: 3.63

Bachelor of Science:

Youth & Community Studies

Certificate:

Nonprofit Administration

Awards

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Rapoport Service Scholar

Service-related fullride scholarship dedicated to social change.

Texas Exes Selection Committee

A scholarship application review board for UT Austin.

Experience

Program Manager at Elayne Goldman & Associates

February 2019 to Present

- ⊕ Extends quality employment services to over 50 individuals with various disabilities.
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- ⊕ Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Portfolio Administrator at MESO PDX

July 2018 to February 2019

- ⊕ Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- ⊕ Doubled the viewers of the company's social media accounts, newsletter content, and website.
- ⊕ Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Customer Relations Manager at Early Game & Skate

November 2017 to July 2018

- ⊕ Created and maintained social activities to promote the healthy development of the community's youth.
- ⊕ Worked with customers to ensure the best experience possible for their children.
- ⊕ Acted as the primary contact for the entertainment center for customer relations.

Leadership

Court Appointed Special Advocate at Guardian Partners

July 2018 to Present

- ⊕ Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Board Member at Kiwanis International

August 2009 to Present

- ⊕ Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social issues.



Cover Letter

July 6, 2020

Re: Human Resources Generalist II (Benefits Coordinator)

Portland State University,

I heard about your job listing for a Human Resources Generalist II (Benefits Coordinator) in Portland, Oregon from your website. I would love to be considered for the position because I fit all of the qualifications, I have performed all of the responsibilities listed on the job description, and it will keep me in a position of helping people. In my current role as the Program Manager of Elayne Goldman & Associates - a company under Oregon DHS - my primary duties include assisting vulnerable populations with governmental services, monitoring a caseload of individuals with disabilities, and documenting services and outcomes. Recently, I increased our employment services to 5 counties so we can provide help to more individuals who experience disabilities, while also hiring and supervising our 5 employees.

Aside from my work experience, I also graduated with a Bachelor of Science degree in Community Studies and a certificate in Nonprofit Administration from the University of Texas at Austin. My focus was in administration and I conducted most of my service-learning providing Volunteer Recruitment and Relations for Inside Books Project, the only nonprofit in Texas allowed to send free books to prisoners. Since then, I have made a career in nonprofit administration and hiring by developing service programs and creating positions inside of agencies that collaborate with multiple government entities.

I also have relevant past work experiences, education, and leadership that aid in my abilities to perform as an HR Generalist & Benefits Coordinator. Below is an overview of my qualifications:

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- While in undergrad, I facilitated the spread of service-learning programs and volunteer opportunities to the student body. Since then, I have done the same in the community of Portland through my Kiwanis Chapter in Slabtown.

I understand you're looking to bridge the pillars of education, faith, and leadership in and outside of the classroom. I would love to be part of the team responsible for accomplishing those goals. As someone who believes in the value of university employees providing interdisciplinary studies, I will make a difference on your campus and in the lives of each employee I interact with.

Thank you for your time,

Austin J. Robinson
austin@austinrobinson.ca



Austin Robinson

325-998-0115 | austin@austinrobinson.ca | [LinkedIn](#)

Reference List

Elayne Goldman**

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*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment

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Social Media

Austin J. Robinson

325-998-0115 | austin@austinrobinson.ca | LinkedIn

Skills

Management

- ◆ Nonprofit Admin. (5 yrs)
- ◆ Case Management (4)
- ◆ Gov. Report Writing (4)
- ◆ Disabilities Management (3)
- ◆ IDD Population Services (2)

Human Services

- ◆ Social Services (4)
- ◆ Inter-Agency Collaboration (4)
- ◆ Community Resources (3)
- ◆ Client Progress Monitoring (3)
- ◆ Crisis Intervention (2)

Productivity

- ◆ Computer/Office Equipment (7)
- ◆ Program Management (3)
- ◆ Record Keeping (3)
- ◆ Confidentiality & HIPAA (3)
- ◆ Grant Writing (1)

Education

University of Texas at Austin

Grad: 2016

GPA: 3.63

Bachelor of Science:

Youth & Social Services

Certificate:

Nonprofit Administration

Awards

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

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A scholarship application review board for UT Austin.

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Program Manager at Elayne Goldman & Associates

February 2019 to Present

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Portfolio Administrator at MESO PDX

July 2018 to February 2019

- ◆ Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- ◆ Doubled the viewers of the company's social media accounts, newsletter content, and website.
- ◆ Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Volunteer Coordinator at Inside Books Project

January 2014 - January 2017

- ◆ Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- ◆ Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- ◆ Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Court Appointed Special Advocate at Guardian Partners

July 2018 to Present

- ◆ Reports monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Board Member at Kiwanis International

August 2009 to Present

- ◆ Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social issues.



Cover Letter

July 6, 2020

Re: Case Manager (Developmental Disabilities Program)

Clackamas County,

I am interested in the job listing on your website for a Case Manager in the Developmental Disabilities Program. In my current role as the Disabilities Program Manager of Elayne Goldman & Associates - a company contracted under the Oregon Office of Developmental Disabilities Services - my primary responsibilities include assisting vulnerable populations with government services, monitoring a caseload of individuals with disabilities, and documenting activities and behaviors. During my time, I increased our disability services to five counties in order to provide further help to more individuals who experience disabilities, while supervising our 5 employees.

Aside from my work experience, I also recently graduated with a Masters of Science degree in Rehabilitation & Corrections from Howard Payne University. My focus was in Rehabilitative Measures, and my thesis was on employment for vulnerable populations to break down the barriers between them and community integration. While I have been working with vulnerable populations for many years in a variety of capacities, my primary passion is working with and alongside people who experience intellectual and/or developmental disabilities. I have worked as a Service Coordinator covering 7 counties in the state of Texas, as a Court Partner to help stop the abuse of people with disabilities in the state of Oregon, and as a Disabilities Employment Specialist to ensure people with disabilities are provided with integrated work within their community.

I also have relevant education and leadership experience that aid in my abilities to perform as a Case Manager in the Developmental Disabilities Program. Below is an overview:

- I have 4 years of Government Report Writing experience, as I have almost exclusively worked in social services, where I directly reported to a variety of collaborative agencies with documents free of errors and subjectivity. My English degree from undergrad and my certificate in Nonprofit Administration ensure I have excellent written communication.
- I completely developed my current company's Discovery Program, ensuring ODDS clients discover their passion to work and be further integrated into society. I created the program profile template and drafted all supporting documentation to make the program a success.

I understand you're looking to make a difference in the lives of Oregonians with disabilities by holding yourself to a high standard of core values. I would love to be part of the team responsible for accomplishing those goals and having the Clackamas County Spirit. As someone who believes in the value of social services, I will make a difference in your company and in the lives of each individual we interact with.

Thank you for your time,

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Entertainment



Austin Robinson

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Skills

Management

- ◎ Volunteer Management (4)
- ◎ Financial Management (2)
- ◎ Donor Relations (1)
- ◎ Grant Writing (1)
- ◎ Program Management (2)

Productivity

- ◎ Microsoft Office (10+)
- ◎ Recruitment (4)
- ◎ Customer Relations (1)
- ◎ Philanthropy (6)
- ◎ Marketing & Branding (2)

Technical

- ◎ SEO Quality (5)
- ◎ Google Analytics (5)
- ◎ HTML/CSS (1)
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- ◎ Content Writing (1)

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August 2009 to Present

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Cover Letter

July 6, 2020

Re: Development Professional

Rose City Rollers,

I heard about your job listing for a Development Professional in Portland, OR through PDX Pipeline. In my current role as the Program Manager of Elayne Goldman & Associates, Inc. - a company under the Oregon Department of Human Services - my primary duties include assisting vulnerable populations with governmental services, monitoring a caseload of individuals with disabilities, and documenting activities and behaviors. Recently, I increased our employment services to five counties so we can provide more help to more individuals who experience disabilities, while also hiring and supervising our 5 employees.

Aside from my work experience, I graduated with a Bachelors of Science in Community Studies and a certificate in Nonprofit Administration from the University of Texas at Austin. My focus was in administration and I conducted most of my service-learning providing Volunteer Recruitment and Relations to Inside Books Project, the only nonprofit in Texas allowed to send free books to prisoners. Since then, I have made a career in nonprofit administration by developing programs creating positions - both paid and volunteer - inside of agencies that collaborate with donors and funders.

I also have relevant past work experiences, education, and leadership that aid in my abilities to perform as a Development Professional. Below is an overview of my accomplishments:

- As a Program Manager, I completely developed my current employer's Discovery Program, a service Oregon State provides to students who are looking for employment. I created the program profile, which has been applauded by Oregon ODDS, and drafted all of the supporting documentation. Likewise, I hired and supervise all of my staff, providing them with professional development, employee relations, and HR communications.
- I was the Customer Relationship Manager for a Skating Rink in Early, Texas where I developed strategies to facilitate the healthy development of the youth in our community while ensuring the financial health of the company.

I understand you're looking to make a difference in the lives of women, Oregonians, and people around the world through Roller Derby. I would love to be part of the team responsible for accomplishing those goals. As someone who believes in the value of an inclusive community, I will make a difference in your organization and in the lives of each individual we interact with.

Thank you for your time,

Austin J. Robinson
austin@austinrobinson.ca



Austin Robinson

325-998-0115 | austin@austinrobinson.ca | [LinkedIn](#)



Reference List

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Erin Orchard*

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Belinda Touhakis**

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*Has provided a Letter of Recommendation, available upon request

**Was my boss or coworker in paid employment



Supplemental Questions

July 6, 2020

Re: Open Positions

Why do you want to work for Rose City Rollers?

I want to work for Rose City Rollers because I have an affinity for roller skating and an affinity for program development. What better way to combine those two passions than with Rose City Rollers! I began skating when I was 5 years old, and I basically grew up in a skating rink that doubled as a daycare in my hometown. The first time I saw roller derby, I thought it was great that the sport and art of roller skating could transcend generations - not just be a friday-night activity for our youth.

What fundraising work or experience are you most proud of and why?

When I worked as a Volunteer Recruiter for Inside Books Project in Austin, Texas, we would hold many fundraising events to ensure the only nonprofit in the state of Texas allowed to send free books to prisoners could continue doing just that. One of my favorite fundraising events I helped put on was an art show consisting of art Texas prisoners mailed us. They granted permission for us to sell the art in order to continuing providing them with books. It was the most unique and creative fundraising event I had ever been part of, and I love that it opened up my mind to what fundraising can look like - out of the box from what is conventional.

What do you anticipate being the biggest challenge working on development in a roller derby setting?

I think the biggest challenge in working on development in a roller derby setting is how little publicity the sport itself receives when compared to sports like football, baseball, etc. While a lot of people know what Roller Derby is, I know there are even more people who have probably never heard of it. In order to develop a bigger fundraising presence, we need to develop a bigger sports presence. Luckily, Portland is just the place to ensure the success of a unique sport and nonprofit organization.

What is your experience working with development volunteers?

I have years of working with volunteers, especially when it comes to developing programs for organizations such as Kiwanis, student organizations, and social service agencies and nonprofits. My favorite experience developing programs with volunteers is when I helped spread the concept of service-learning across my university campus. Service-learning is coupling volunteerism with education, often encouraging professors to find volunteer opportunities around the city that help their students understand the course content better. For example, for my Individual Differences course, I was a Guide Runner for the Texas School for the Blind and Visually Impaired cross country team. This helped me understand the importance of working with people with differences. I wanted to make sure other people had these experiences too.

July 6, 2020

Re: Open Positions

What roles have you had in managing a donor database, including which programs you have experience in?

I will admit that I have never been in a fundraising position before. I have helped develop and put on fundraisers in positions I've had, and I've largely worked with financial portfolios in my position at Micro Enterprise Services of Oregon, but I have never held a position that required me to use programs that manage donor databases. I understand this could be a huge preference for an applicant, but I promise that I am quick to learn programs and will learn the ropes faster than the average person. If given this opportunity, I will do everything in my power to learn how to manage donor databases and learn the best programs out there.

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Queer

Experience

Elayne Goldman & Associates - Program Manager

February 2019 - Present / Portland, OR

- Extends quality employment services to over 50 individuals with various disabilities.
- Develops and executes 8 company services to assure quality job placement for our clients.
- Collaborates with 4 government entities across 5 counties to provide local talent to businesses.

Micro Enterprise Services of OR - Portfolio Administrator

July 2018 - February 2019 / Portland, OR

- Supervised the financial portfolio of over 200 clients (\$400K+), including our own (\$4M+).
- Doubled the viewers of the company's social media accounts, newsletter content, and website.
- Wrote grants to acquire Federal and State government funding for Oregon and Washington.

Inside Books Project - Volunteer Coordinator

January 2014 - January 2017 / Austin, TX

- Delivered educational materials to over 50,000 prisoners by coordinating a team of volunteers.
- Facilitated the shipment of over 35,000 books each year by delegating tasks and setting goals.
- Increased our volunteer base by 50 members through community engagement recruitment.

Leadership

Guardian Partners - Court Appointed Special Advocate

July 2018 - Present / Portland, OR

Reports Monthly to the Oregon Judicial Department on behalf of people with disabilities and other vulnerable populations that experience guardian abuse.

Kiwanis International - Board Member, Volunteer

August 2009 - Present / Portland, OR

Helps kids in the local community with a group of people that take on large-scale challenges, such as disease, poverty, and social change.

Skills

Management

- Nonprofit Admin. (5 years)
- Case Management (4)
- Gov. Report Writing (4)
- Disabilities Management (3)

Human Services

- Social Services (4)
- Interagency Collaboration (4)
- Community Resources (3)
- Progress Monitoring (3)

Productivity

- Computer Equipment (7)
- Program Management (3)
- Record Keeping (3)
- Confidentiality & HIPAA (3)

Education

University of Texas

Grad. 2016 / Austin, TX

Bachelor of Science:

- Youth & Social Services Certificate:
- Nonprofit Administration

Awards

PVSA Lifetime Achievement

The highest volunteer distinction in the United States.

Rapoport Service Scholar

Service-related full ride scholarship dedicated to social change.

Texas Exes Committee

A scholarship application review board for UT Austin.

References Available Upon Request.

Cover Letter

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Creative

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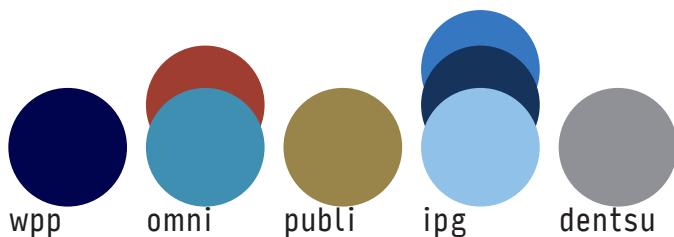
Austin J. Robinson

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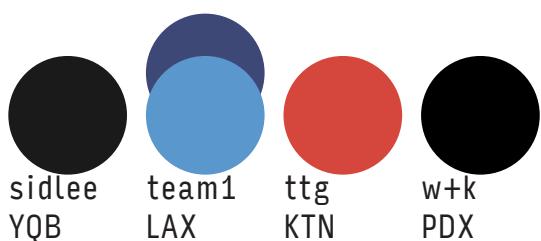
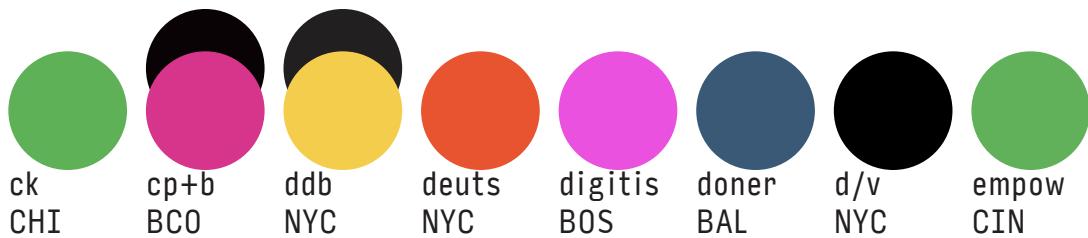
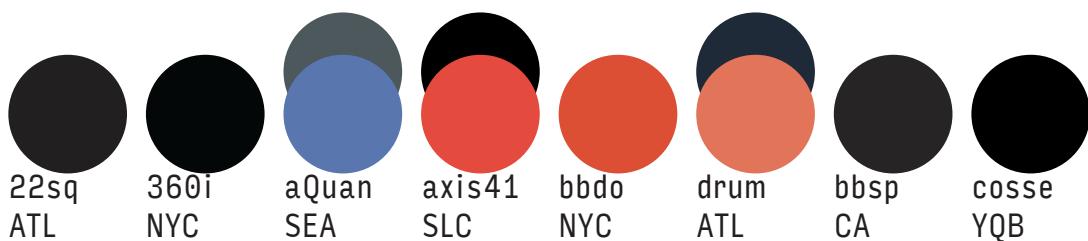
Research & Designs

Logo colors by most successful marketing + advertising agencies

International



North America



Master
Government ↗
Tech/Programming
Business ≡
Program Manager
Marketing.
GENERAL
LinkedIn
IDisaster Relief +
University 
Social Media
Entertainment 
Queer
Creative
Whatever.

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Bye
bye

