

MAURCENA WAKEFIELD

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Summary of Qualification

- Trained and certified CASAC-T and Peer Specialist
- Proven customer service and interpersonal skills
- Compassionate and caring; able to relate to challenges
- Highly motivated, determined and diligent
- Life-long learner; passionate about helping others succeed
- Computer savvy; MS Office and client management databases

Education & Training

The College of New Rochelle

Coursework toward B.A. in Psychology

Brooklyn, NY

2014

The Resource Training Center, Inc.

350-Hour CASAC Training

Recovery Coach Training

Case Aide Training Program

New York, NY

2013

2013

2010

Arrive/Exponents

HIV and Substance Education and Training

New York, NY

2010

Work Experience

The Resource Training Center

Intern

New York, NY

Jan.- June 2013

- Performed client and student intakes; determined treatment status
- Maintained and updated files, answered telephones and transferred calls

Housing Works

CASAC Intern

Brooklyn, NY

Nov. 2012- Apr. 2013

- Performed initial intake to determine and document needs and status of clients
- Facilitated groups of up to 10 clients; including support, sobriety and relapse

H&R Block

Tax Associate (Seasonal)

Brooklyn, NY

Jan. 2009 – April 2011

- Scheduled appointments with individuals and small business for tax preparation
- Interviewed clients to determine taxable income, deductible expenses and allowances

- Reviewed financial records to determine forms need to prepare returns
- Computed tax refunds or liability, completed and submitted returns