

# JASMINE L. YOUNG

7121 Louise Road Philadelphia, PA 19138 • J.lashawn@comcast.net • (267) 257-9181

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**Education**      **The Pennsylvania State University Berks Campus, Reading, PA**  
Bachelor of Arts in Applied Psychology

December 2014

## Professional Experience

**Greater Reading Mental Health Alliance, Reading PA**

August 2014– December 2014

*Intern (300hrs)*

- Worked mainly within Peer Support Program and other programs, providing administration assistance.
- Used surveys to track information relating to satisfaction of the organization.
- Completed weekly medical assistance checks.

**Independence Blue Cross, (IBC) Philadelphia, PA**

Summer 2013 & Summer 2014

*Sales Services Operations Intern*

- Completed audits within Sales Services Operations Department, verified and reviewed reinstatements, new business, termination requests, and other changes.
- Determined error trends within the department using internal marketing software such as AAA, Edge, and Ace Reports.
- Increased brand awareness by reaching out to potential customers through social media and community events.
- Developed a “Highway to Health” project that focused on navigating potential customers to IBC through social media.
- Recommended new marketing strategies to assist innovation team as a part of the IBC Consumer Marketing Challenge.

**Heartland Hospice, Reading PA**

January 2014 – May 2014

*Intern (150hrs)*

- Completed administration tasks such as completing audits for patient and volunteer files.
- Coordinated office work by preparing mailings, maintaining patient records, filing papers, assisting with computers, answering phones and observing faculty nurses.

**Berks County Juvenile Probation, Reading PA**

September 2013– December 2013

*Intern (75hrs)*

- Attended court hearings, and provided information on the juvenile to the court.
- Served as the link between home, community, school, and the juvenile justice system.
- Assisted in ensuring that juveniles followed through on court appearances, community service, payment of fines, and scheduled drug tests.

**Reading School District, Southern Middle School, Reading, PA**

January 2013– May 2013

*PEPP Learning Assistant*

- Provided tutorial and academic support services for middle school students.
- Organized, facilitated, and tracked tutorial sessions.
- Facilitated communication between staff and coordinators.

## Additional Work Experience

**Bon-Ton, Reading PA**

November 2014- December 2014

*Seasonal Sales Associate*

- Assisted customers with their selections, complete transactions on the cash register, and merchandise new product as it arrived.
- Greeted customers, folding, bagging merchandise, cleaning/providing fitting room support and various other tasks as needed.

**Penn State University- Housing & Food Service: Berks. Reading PA**

October 2013– December 2014

*Student Employee*

- Provided essential services to students, faculty, staff and the public.
- Embraced a student centered and customer-focused philosophy.

## Volunteer and Leadership Experiences

Philabundance, Philadelphia, PA; Cradles to Crayons, Philadelphia, PA; Chestnut Hill Hospital, Philadelphia, PA; Ebenezer Seventh Day Adventist Church, Philadelphia, PA; Student Member of BSU, Penn State Berks

**Skills:** Advocacy, Intervention, Professionalism, Ethics, Cultural Awareness, Dependable, Organization, Leadership, Problem Solving, and Communication

## Computer Skills

Word, PowerPoint, and Outlook