

CLAIRE S. LABRY



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📍 Austin, Texas

SUMMARY

As a deaf person, I am especially interested in social factors that affect those faced with issues created by their minority status and help them better understand their human rights. Through my current work at Communication Service for the Deaf, I train employers in cultural sensitivity, teach best hiring practices, and retention approaches for deaf and hard of hearing employees. I intend to continue my pursuit of opportunities that will enable me to contribute to the understanding of diverse communities worldwide.

EXPERIENCE

Client Support Specialist

Communication Service for the Deaf

📅 2016 - Ongoing 📍 Austin, Texas

- Elevated community awareness and impact by 15% in training deaf individuals on how to obtain/maintain a job, including self-advocacy.
- Increased employee retention by innovating effective hiring and retention practices for employers, such as providing ASL classes and cultural-sensitivity training.
- Researched, developed, and maintained a comprehensive database to track community-based resources.

Customer Experience Representative

Communication Service for the Deaf

📅 2015 - 2016 📍 Austin, Texas

- Completed on average 50 outbound calls weekly from clients, employers, and the general public, using JIRA, as the primary tracking tool.
- Encouraged high-touch in positive community relations and engagement.
- Increased consumer reach and impact by 20% by completing projects in Confluence to optimally promote CSD as the premier service provider in our market niche.

PROFESSIONAL DEVELOPMENT

Intern

Texas Workforce Commission

📅 2018 📍 Austin, Texas

Completed a 600 hour internship for my Master's degree in Special Education, Vocational Rehabilitation Counseling.

- Researched and gained a better understanding of the State of Texas Workforce Commission system operations and how policies applied to employers.
- Learned how to manage a caseload, understand the VR process, and interact with customers of different disabilities.
- Developed an understanding of conducting interviews, case notes, eligibility process, ethical standards, and solutions to barriers to employment.
- Built skills in cultural sensitivity and competency.

EDUCATION

Bachelor of Liberal Arts, International Relations and Global Studies

University of Texas at Austin

📅 2013 - 2015

Master of Special Education, Vocational Rehabilitation Counseling

University of Texas at Austin

📅 2017 - 2019

STRENGTHS



Critical Thinker



Detail-Oriented



Collaborative team member

MY LIFE PHILOSOPHY

"Education is the most powerful weapon which you can use to change the world."

Nelson Mandela