

**RAESHAUN HOLMES**

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***OBJECTIVE***

To obtain a challenging and rewarding position that utilizes both my experience and skill sets.

***SUMMARY***

Well-developed verbal and written communication skills, with the ability to express complex issues in simple terms to individuals and groups

Able to communicate professionally with internal and external contacts

Ability to interpret and analyze complex issues, assess risk and select proper course of action

Capable of dealing with various levels of discomfort and escalated situations

Proficiency in the use of e-mail, word processing, spreadsheet, presentation and database software, as well as navigation within the Internet

Possesses a strong analytical skills with attention to detail, and has effective organizational and time management skills

***PROFESSIONAL EXPERIENCE***

**Data Collector for Survey Research**

**2012-Present**

*ICF International/Center of Disease Control*

*Springfield, Mass*

Visit eligible homes to administer the youth survey to the selected participants.

Obtain informed consent from adolescents and parents for participation in the study.

Conduct in-person interviews with consenting youth participants.

Transmit data and records to ICF Management team.

Manage the interview incentives specifically distributing them and managing the receipt and tracking system for incentives

Maintain and transport study equipment and secure filing and maintenance of confidential study data

**Program Supervisor**

**2011-Present**

*Mental Health Association*

*Springfield, Mass*

Supervise program staff. Explain and enforce Association's policies, procedures and regulations. Ensure physical and mental well being, safety, development and quality of care for individuals in compliance with all Association, Federal and State policies, procedures and regulations.

Develop and monitor program services which include writing assessments and treatment plans with objective.

Respond promptly to any and all medical and psychiatric emergencies.

Review staffing case loads, clinical procedures, client procedures, client activities and well being and various other activities.

Develop schedules and assign work. Plan and evaluate staff performance. Train and develop staff.

**Academic Tutor**

**2010-present**

*Club Z Tutoring*

*Springfield, Mass*

In home tutor specializing in educating students with learning difficulties reading, writing, and math skills. Tutoring includes skill development and MCAS preparation .Instruction based on each students learning style of developed educational plans.

**Drive Safety Instructor**

**2011-Present**

*National Safety Council*

*Springfield, Mass*

Teaching an 8-Hour Driver Retraining Program DDC-Attitudinal Dynamics of Driving for motorist who were either court mandated or RMV required.

**Customer Service Representative Gas and Electric***Northeast Utilities***2006-2011***Windsor, Conn*

Handled a high flux of inbound calls within a dynamic call center environment. Utilized multiple call center support applications to efficiently assist customers and agents. Provided customers with knowledge of the credit and collection procedures. Responded to customer inquiries and requests and resolved issues efficiently and professionally. Assisted training department designed trainings written, verbal, and visual media. Exercised strong interpersonal communication skills with customers and department personnel.

**Homeless Advocate/Employment Coordinator***Human Resources Unlimited***2005-2006***Springfield, Mass*

Performs outreach work, identifies homeless persons, determines and locates needed services for alcohol and drug treatment, shelter, clothing, social services. Supervising house operations and staff.

Responsible for the coordination of employment opportunities including some marketing, job development, job procurement and identification of needs and priorities including presenting at functions, trade shows and networking groups, networking event; develop and implement marketing program for placement services with Director, develop job leads and relationships to secure employment opportunities.

Through role modeling and supportive relationships with members, foster and encourage social interactions, increase self esteem and assist in creating atmosphere of support and community. Organized work programs, developed work procedures and train members at supported work placements and maintained a positive relationship with employers.

Oversaw the personal career employment planning process, ensuring members' career plans are developed, updated and implemented.

Work in accordance with I.C.C.D. clubhouse model and CARF standards.

**Residential Counselor***Tri- County Youth Services***2003-2004***Springfield, Mass*

Prepared and submitted required paperwork (monthly reports, documentation of daily activities, progress notes, etc.) in a consistent and timely manner. Worked with children under the age of 18 who are mentally and emotionally disabled.

Solved social and interpersonal problems, coordinated educational and recreational events, assigned and managed living arrangements, planned programs for both groups and individuals. Performed Nonviolent Crisis Intervention.

**Mental Retardation Worker I***Department of Mental Retardation***2000-2002***Springfield, Mass*

Ensured active and efficient care and support for clients in home living environment. Provided direct care services and supports to individuals with intellectual disabilities. Assisted in the implementation of behavioral and recreational programs

**EDUCATION/TRAINING*****Bachelors of Science in Human Services***

Dec 2009, Springfield College

Springfield, MA

***Medical Billing and Coding***

1997-1998, Branford Hall

Springfield, MA

***Supervisory Skills Series***

2011, Human Service Forum

Holyoke, Ma

**Certifications**

CPR/First Aid

6/2/2011-6/2/2013

Map Certified

9/8/11-9/30-2013

