

DEVIN ABRAMS



dgabrams37@gmail.com



410-980-3382



Madison, WI 53704

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Compassionate, possessing a gentle touch and caring attitude centered on treating people with dignity and respect.

SKILLS

- Active Listening
- Adaptable
- Calm and Professional Under Pressure
- Confidential Services
- Critical Thinking
- Detailed Case Notes
- Managing Multiple Tasks
- Proficient with Microsoft Office
- Technology Support

EDUCATION

Western Iowa Tech Community College

Expected in 05/2025

Associate of Applied Science:

Video Game Design

Hofstra University

08/2018

Master of Arts: Creative Arts Therapy

Towson University

05/2016

Bachelor of Fine Arts: Art and Design

WORK EXPERIENCE

Ithaca College - Student Accessibility Specialist

Ithaca, NY • 02/2019 - 06/2022

- Designed individualized accommodation plans, evaluated disability documentation, and maintained student records.
- Managed up to 14 back-to-back meetings daily.
- Assisted with front desk responsibilities, responded to phone calls and tickets, recorded messages, and maintained the departmental email.
- Interacted professionally with families and provided empathetic support and professional guidance.
- Investigated complaints and worked with students, parents, and faculty on finding positive resolutions.
- Used strong analytical and problem-solving skills to develop effective solutions during times of crisis.
- Advocated for students to access available resources.
- Assisted students with executive functioning difficulties by providing time management and scheduling resources.
- Assisted with the development of the department website and created an educational pamphlet for prospective student events.
- Collaborated with Academic Advising, Residential Life, Counseling, and Case Management to assess students' needs and resources.
- Attended on-campus events for prospective students, maintained booth, provided resources and information.