

| PROFESSIONAL SUMMARY

A highly motivated managerial, customer service and social work professional. Strong strategic-planning and people-management skills, recognized as a results-oriented and solution-focused individual. Passionate about building trust and rapport with at-risk youth through non-judgmental approach, patient demeanor and compassionate interpersonal skills. Adept at needs evaluation, treatment planning and facilitating group or individual sessions.

| WORK HISTORY

Southwest Adjusters - Large Loss Desk Adjuster

09/2018 - 12/2018

- Identified claims requiring a Reservation of Rights and refer for management approval.
- Identified and refer claims with subrogation potential to the subrogation department.
- Verified facts of loss and pertinent information to analyze and confirm coverage.
- Virtually investigated and resolved claims, as appropriate, with the use of video technology.

Centria Autism Services - ABA Behavioral Coach

07/2018 - 09/2018

- Worked with children on the Autism Spectrum to provide ABA therapy.
- Worked with children to increase positive behavior and reduce maladaptive behavior.
- Assisted with implementation of behavior strategies.
- Used evidence-based knowledge in decision-making processes involving care and support.
- Provided person-centered services by putting the interests of the individual receiving support at the center.

Liberty Mutual Insurance & Safeco Insurance - Property Adjuster

08/2017 - 10/2017

- Investigated, determined coverage of loss and adjusted all elements of Property Loss claims.
- Conducted inspections of loss sites, wrote appraisals for dwelling repairs and issues payment to policyholders.
- Explained coverage of loss, assisted policyholders with itemization of damages, and emergency repairs.
- Identified suspicious losses. Recommended referral to SIU where appropriate.

| SKILLS

Intake and Assessments
Case Management Proficiency
Microsoft Office Suites
Family Advocacy/ Community Liaison
Community Outreach
Team Management
Administrative Skills

| EDUCATION

Prairie View A & M University

Prairie View, TX • 2012

Bachelor of Science: Social Work

| CERTIFICATIONS

State Farm Auto Certification
State Farm Property Certification
Certificate of Completion for All Lines
Adjuster: Texas, Minnesota and Oregon

- Maintained accurate and current claim file documentations.

Easter Seals North Texas - ABA Behavioral Coach

01/2017 - 04/2017

- Participated in Easter Seals meetings and on committees as required and appropriate.
- Attended monthly meetings with the Interdisciplinary Treatment Team.
- Followed goals and objectives for individual clients. ☐
- Attended visual aids for individualized target behaviors.
- Utilized positive behavior support techniques when presented with clients exhibiting inappropriate behavior.
- Informed Program Coordinator of potential hazards/problems in room. ☐

American Addiction Center: Greenhouse Outpatient - Behavior Health Tech

10/2015 - 06/2016

- Assisted in supervision of client activities and was always aware of client whereabouts, including breaks and internal activities.
- Provided a brief overview of the treatment program in regard to program rules, procedures, and services; with each new client.
- Maintained order and ensured compliance with rules and regulations.
- Monitored clients for signs of medical distress and/or behavioral concerns on an ongoing basis.
- Conducted comprehensive and random room and unit searches with program management staff, when assigned.

North Texas Children's Crisis Center - Supervisor

01/2014 - 02/2015

- Supervised and assigned staff to carry out residents medical, dental, and educational needs.
- Worked closely with CPS caseworkers and the management of residents files.
- Assisted with appropriate transfer and referrals to long term facilities or to programs for substance abuse, psychiatric programs, or to a shelter.
- Collaborated with ED Case Coordinator partners to analyze the data and prepare reports with results and action plans.

Centro De Mi Salud LLC - Counselor

09/2012 - 11/2013

- Counseled clients and their families, individually or in group sessions and assist in overcoming dependencies.
- Developed, maintained, and implemented client-related paperwork, treatment (plans) records and all progress.
- Observed and monitored client behavior and responses to treatment.
- Involved clients' family members in planning social service programs.