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|  | Objectives  Individual motivated by empathy and compassion seeks to use organizational and problem solving skills along with a degree in Psychology to order to assist the individuals pursuing help  Education  Master of Science, Psychology (Anticipate graduation 2019)   * Capella University   Bachelor of Science, Psychology (2013)   * Kaplan University   Experience  Texas Works Advisor II (September 2014 – September 2017)  State of Texas Health and Human Services Commission (Dallas, Texas)   * Assist applicants and participants in the understanding of public assistance (SNAP, MEDICAID, TANF) programs applicable to Federal and State regulations. * Certified Clients for benefits with a 98% error free case record * Conducted interviews of public assistance applicants to gather pertinent information. * Evaluated assigned case reports and made recommendations accordingly. * Maintained and updated case paperwork on a regular basis.   Dispatch Supervisor (October 2010 – February 2015)  Greyhound Lines Inc. (Dallas, Texas)   * Executed daily operations of day-to-day supervision and administrative representation for central dispatch for national transportation company. * Successfully handled contractual interpretations and maintained a friendly working relationship with field employees. * Supervised multiple extra boards and regular drivers, scheduled work hours, resolved conflicts to ensure timely departure of buses to increase customer satisfaction. * Trained several new dispatchers and achieved significant improvements in their productivity. * Helped driver understand, maintain, and comply with DOT regulations   Skills   * Superior management and organization skills * Excellent oral and written communication skills * Strong analytical and problem-solving skills * High abilities in MS Office applications |

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