

Functional Resume - Social Work major

RUBY TUESDAY

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OBJECTIVE To obtain a professional entry-level social service position in a community organization that affords the opportunity to work with children or teens and their parents in crisis situations.

EDUCATION Northeastern Illinois University Chicago, Illinois
Bachelor of Arts in Social Work August 2012
Overall GPA: 3.39/4.0

Truman College Chicago, Illinois
Associate of Arts in Early Childhood Development 2010

FIELD PRACTICUM

St. Isabel's Community Center
Youth Caseworker Intern

Chicago, Illinois
January – May 2011

COMPUTER SKILLS

Proficient in Microsoft Office 2010 (PowerPoint, Excel, Word), Windows 7, Vista & XP, Adobe Illustrator CS5, Adobe PageMaker 7, and CorelDRAW Graphics Suite X5.

FOREIGN LANGUAGE

Basic conversational knowledge of Spanish.

PROFESSIONAL PROFILE

Social Services

- Conducted detailed intake interviews with 20 clients, establishing rapport quickly to obtain necessary information in an efficient and meaningful manner.
- Led children's social skills group, consisting of 10 children aged five to eight.
- Assessed family needs along with IDCFS Service Plan, then referred and monitored family for appropriate assistance.
- Evaluated living environment during home visits, following specific protocol as set by IDCFS.
- Coordinated client services with appropriate service center staff.
- Participated in bi-weekly clinical consultations.

Day Care

- Developed and coordinated educational and recreational activities for children aged one to six.
- Created a healthy, fun and stimulating environment for children by utilizing a variety of activities.
- Discussed children's well-being with day care staff supervisors and parents when necessary.

Customer Service

- Provided excellent customer service to a diverse group of clients.
- Gave informative feedback and guidance to client's individual needs.
- Customer Service Employee of the Year - 2010.

HONORS / AWARDS

Girl Scout Recruitment Achievement Award
Girl Scouts of Cook County, Inc.

Evanston, Illinois
2010

EMPLOYMENT HISTORY

Customer Service Representative
Commerce Clearinghouse, Inc.

Chicago, Illinois
2010 – Present

Day Care Provider

Northwest Clinical Hospital Day Care Center

Chicago, Illinois
2008 – 2010

Customer Service Associate

Blockhead Video, Inc.

Eagle Rock, Illinois
2006 – 2008