**Claire E. Hopkins**

951 Lyon Street NE **|** Grand Rapids, MI **|** 49503

P: 616-550-0225 **|** E: hopkins.claire11@gmail.com

Professional Summary

* Strong relationship building, listening and written and verbal communication skills
* Driven by a team and people oriented, respectful approach passionately focusing on the needs of others
* Ability to establish personal and meaningful relationships with peers, clients and coworkers

Education

**Grand Valley State University,** Allendale, MI

Bachelor of Science December 2015

Major: Psychology | Minor: Sociology

Psi Chi Psychology Honors Society | Alpha Kappa Delta Sociology Honors Society

Awards, Certifications and Volunteer Experience

* Psi Chi Psychology Honors Society and Alpha Kappa Delta Sociology Honors Society
* Independently researched and wrote upon Disability Studies within Sociology Fall 2015
* Certified Bystander of Sexual, Domestic and Dating Violence October 2015

*Grand Valley State University Bystander Intervention Training*

* GVSU Women’s Center Member
* Adult CPR and AED Certified August 2015
* Basic Life Support (BLS) Certified February 2016
* ‘I Am Grand Valley’ Award for exceling as a student leaderDecember2014
* Grand Valley State University Dean's List Award 2013 - 2015
* Volunteer for Relay for Life, Gilda’s Club, Children’s Miracle Network Hospitals, Grand Rapids Symphony 2011-2015

Industry Related Experience

**Spectrum Health Helen DeVos Children’s Hospital,** Grand Rapids, MI

*Behavioral Health Technician* February 2016 – Present

* Trainings/Classes/Observations
* De-Escalation Training (taught by Wedgewood Staff)
* Autism Clinic
* Physical/Chemical Restraints
* Trauma Sensitivity
* Assist with care of patients, families and loved ones experiencing emotional, behavioral or psychological stress; such as, domestic violence, sexual and physical abuse, developmental/cognitive delay, autism, aggression, suicidal and homicidal ideations, altered mental status’, ingestions
* Coordinate and implement strict behavioral plans and schedules for patients
* Help provide support, prepare safety plans and instructions during discharges, institutional placement and/or in-home mental health assistance
* Provided a confidential, comfortable, inclusive and safe environment for patients and families
* Work in a team inspired environment. Collaborate and work directly with an interdisciplinary team including nursing, behavioral, child life specialists, security, and psychological staff

**Grand Valley State University Campus Recreation,** Allendale, MI

*Fitness and Wellness Center Front Desk Supervisor* August 2013 - December 2015

* Independently created and integrated research on the Seven Dimensions of Wellness into the UFit Fitness and Wellness Program and website, updated website content
* Reviewed resumes, conducted interviews, hired, trained, and supervised eight front desk staff
* Prepared agendas and facilitated staff meetings; promoted programs throughout the GVSU campus community; compiled and shared GVSU and local health and wellness resources to clients
* Provided a confidential, comfortable, inclusive and supportive environment for clients and coworkers, while representing a positive health and wellness lifestyle
* Answered a multi-line phone, scheduled clients, filed, faxed, ran deposits and sales transactions, recorded client notes, communicated and relayed information with medical professionals

Other Work Experience

**Visser Family YMCA,** Grandville, MI

*Membership Associate* May 2013 – August 2013

* Assisted in membership sales, informed guests and promoted services
* Scheduled appointments, answered a multi-line phone, ran transactions, and filed daily

**River Valley Orthopedics Physical Therapy,** Bryon Center, MI

*Physical Therapy Aide* August 2012 – December 2012

* Oversaw patient rehabilitation plans and assisted them throughout their therapy sessions
* Charted and recorded information in client files
* Answered phone calls and scheduled appointments