

Ruby A. V. Walker

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Education:

University of Pittsburgh, August 2018 – December 2019

Master's in Social Work, Direct Practice, Edith Baker Integrated Behavioral Healthcare Fellowship

University of Pittsburgh, August 2014 - April 2018, Summa Cum Laude, 3.77 GPA

Bachelor's in Social Work, Minor in Legal Studies, Certificate in Public and Professional Writing

Technical Skills:

- Motivational interviewing, care management / coordination, interagency collaboration
- Documentation: HealthPlanet, Epic, Cerner
- Design: Adobe Photoshop, Premiere, InDesign, Microsoft Publisher, Audacity, Canva
- Word Processing: Microsoft Word, Powerpoint, Outlook, SharePoint, Google Drive
- Programming: HTML, CSS, Javascript, Bootstrap, Github, Wordpress
- Research and Data Analysis: Excel, Qualtrics, SPSS, Google Forms, SurveyMonkey

Relevant Experience:

Special Needs Program SMI Care Management Intern, UPMC Health Plan, September 2018 - Present

- Conducted home, hospital, nursing facility, and physician's office visits with SNP SMI members
- Motivated high-risk members to appropriately manage their chronic physical and mental illnesses
- Completed assessments with members and evaluated responses for potential care gaps
- Connected members with community programs and in-home caregiving services
- Coordinated care with physicians, pharmacists, case managers, counselors, group home staff, and other professionals by facilitating communication and hosting interagency meetings
- Used motivational interviewing to improve resiliency in clients with chronic health issues, grief, domestic/elder abuse, financial/legal issues, addiction, anxiety, and serious mental illness
- Accessed and recorded care notes and assessments in electronic medical record systems including HealthPlanet, Epic, and Cerner

SOGIE Intern, Allegheny County Department of Human Services, May 2017 - April 2018

- Created print and online resources for diverse clients and professionals
- Organized and facilitated client focus groups with LGBTQ foster youth
- Facilitated collaborative workgroups with professionals from partner organizations
- Analyzed quality assurance data from employees and clients to identify problem areas
- Performed community outreach at events like Pittsburgh Pride and Pittsburgh Black Health Fair

Research Assistant, Pitt Lab for Developmental and Motivational Research, January 2015 - April 2017

- Conducted and transcribed interviews with children, adolescents, and adults
- Designed and formatted surveys in Qualtrics that were administered to over 3,000 students
- Cleaned and standardized survey results in Excel and SPSS with careful attention to detail
- Wrote technical content for the lab's newsletters and training guides
- Provided individual and group training to new employees

Volunteer and Leadership Experience:

Co-Chairman, Serve the People - Pittsburgh, September 2017 - September 2018

- Worked directly with community members facing unjust evictions and/or displacement to secure more time in their homes and monetary compensation from landlords
- Initiated partnerships with other community groups and coalitions
- Organized events including marches, Narcan trainings, study groups, and film screenings
- Produced print and web graphics to promote campaigns

Business Manager, Pitt BASW (Bachelors of Social Work) Club, September 2017 - April 2018

- Planned and facilitated events to prepare students for careers and/or graduate school
- Advocated for changes to program curriculum and policies
- Participated in BASW Committee Meetings with School of Social Work faculty and staff

Undergraduate Research Fellow, University of Pittsburgh School of Social Work, May 2016 - May 2018

- Worked with Dr. Helen Petracchi on *Oral Histories of Retired African American Educators and Administrators: The Consequences and Costs of Desegregation*
- Recruited subjects via Pittsburgh Federation of Teachers, Urban League, and local churches

Journalism Intern, Thomas Merton Center, May 2016 - September 2016

- Wrote articles for *The New People*, a Pittsburgh-based social justice newspaper
- Designed creative infographics for the publication's blog and social media accounts
- Interviewed local activists, school board members, politicians, and other representatives

Organizations:

- Member, National Association of Social Workers (NASW)
- Volunteer, Penn Plaza Support and Action Coalition
- Volunteer, Allegheny County Jail Health Justice Project
- Member, TRIO Student Support Services (first generation college students)

Relevant Coursework:

- *Graduate Courses:*
 - Advanced Social Work Practice in Integrated Health, Models of Intervention, Health Systems and Public Policy
- *Undergraduate Courses:*
 - *Writing:* Public Relations Writing, Writing for the Public, Writing in Advertising and Fundraising, Argumentative Writing, Advanced Digital Media (Graphic/Web Design)
 - *Politics and Law:* Honors American Politics, Political Theory, World Politics, Legal Issues in Public Service, Criminal Law, Sexual and Marital Law, Law and Social Change
 - *Social Work:* Honors Social Work Research, Policy Analysis, Human Behavior, Ethnicity and Social Welfare, Social Work with Groups, Social Work Generalist Methods

Awards and Distinctions:

- Inducted into Golden Key Honor Society and Alpha Phi Social Work Honor Society, 2018
- Selected for School of Social Work's Summer Undergraduate Research Fellowship, 2016 & 2017
- Awarded third place prize at the SheInnovates Hackathon for *GlassCeiling*, an app designed to teach girls STEM concepts while introducing them to notable women of color in STEM, 2016
- Awarded the Mattie B. Addis Social Work Scholarship, 2016
- Inducted into the University of Pittsburgh's OCC Honorary Society, 2016