

Christine Rivera

Youth Life Skills Coach Supervisor, (917) 504-4335, Christine.Rivera718@gmail.com

Location	Total Work Experience
New York, NY (11211) US	12 years

Work History

- Youth Life Skills Coach Supervisor**, Mercy First *(Feb 2020 - Sep 2023)*
- Administrative Assistant**, Law Offices of Michael S. Lamonsoff *(Apr 2021 - Jul 2021)*
- Assistant Director Of After School Program**, The Child Center of New York *(Oct 2014 - Feb 2020)*
- Supportive Case Manager**, Puerto Rican Family Institute *(Mar 2014 - Oct 2014)*
- Youth Support Counselor (Nsd) Non-Secure Detention**, Mercy First *(Jun 2011 - Mar 2014)*

Skills

- | | | |
|------------------|------------------------------|--------------------|
| • Intake | • Assessments | • Anger Management |
| • Life Skills | • Android (Operating System) | • Apple IOS |
| • Administration | • Customer Service | • Operations |
| • Management | • Investigation | |
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Education

- Bachelor's Degree** *(2012)*
- Bachelor's Degree** John Jay College of Criminal Justice *(1970)*

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Brooklyn, NY 11211 * (917) 504-4335 * Christine.rivera718@gmail.com . linkedin.com/in/christinerivera718

SUMMARY

Personable professional with over 7 years of experience supporting leaders in management. 15+ years of exemplary customer service skills and knowledgeable in tackling issues and concerns with poise. Highly organized, self-motivated, and proficient with computers.

EXPERIENCE

Mercy First

Brooklyn, NY

Youth Life Skills Coach Supervisor

Feb 2020 - Present

- * Prepare files, collect and analyze data to be entered into multiple databases
- * Create and maintain systems and processes to streamline operations
- * Prepare and balance expense reports for department
- * Coordinate calendars, conference calls, and prep materials for trainings/meetings
- * Supervise 4 coaches who supported youths academic and career development through ongoing management, direction, and support.

Law Offices of Michael S. Lamonsoff

REMOTE

Administrative Assistant

April 2021 - July 2021

- * Professionally represented the firm as initial point of contact
- * Created, reviewed, updated case files, databases, spreadsheets, and legal documents.
- * Coordinated customer and client contact, answered phones, and conducted intake interviews.
- * Provided administrative support for department along with general administrative duties
- * Operated computers or computerized equipment.

The Child Center of New York

Elmhurst, NY

Assistant Director of After School Program

Oct 2014 - Feb 2020

- * Scheduled and coordinated events for up to 350 participants.
- * Mentored new hires on industry practices and business operations to complete special projects.
- * Maintained lists, files, invoices, department budget
- * Established and maintained vendor relationships, generated, and maintained inventory and budget expenses
- * Established new policies and modified procedures to improve productivity

Puerto Rican Family Institute

Brooklyn, NY

Supportive Case Manager

March 2014 - Oct 2014

- * Spearheaded up to 10 abuse and neglect cases, including intakes, investigations, and referrals.
- * Conducted home assessments monthly to develop appropriate safety plans for children.
- * Maintained patient confidential client information through all history records and reports.
- * Referred clients to support services and fostered communication among social workers, therapists, and clients.

Mercy First,

Syosset, NY

Youth Support Counselor (NSD) Non-Secure Detention

June 2011 - March 2014

- * Led youth through anger management and conflict resolution.
- * Evaluated behavior in individual and group sessions, staging interventions when necessary.
- * Managed and maintained confidential documents, logs and reports of programmatic operations

EDUCATION

John Jay College of Criminal Justice of the City University of New York

New York, NY

Bachelor of Arts, Deviant Behavior & Social Control

2006-2012

OTHER

- * Languages: Spanish
 - * Technical Skills: Microsoft Office, Zoom, iOS, Android, Mac, Windows, Teams, Slack, One Drive, Database Management
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