

#### PROFILE

Motivated, adaptable to diverse situations, calm under pressure, energetic, enjoy multi-tasking, resourceful, professional, humorous, approachable, effective leadership style and team player

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#### QUALIFICATIONS

##### ADMINISTRATIVE

- Efficient office skills including MS Word, Excel, Access, copying, multi-line phone system, fax, and filing
- Utilize organizational skills and attention to detail to maintain a productive and efficient work environment
- Comfortable in delegating responsibility and building a motivated team
- Proven supervisory capabilities
- Strong writing skills

##### CUSTOMER SERVICE

- Dedicated to implementing highest customer service standards
- Skilled at identifying and resolving customer service issues
- Experienced in working with large case loads (up to 20 women and their children at one time)
- Able to handle diverse populations and difficult customers
- Experienced in crisis de-escalation

##### INTERPERSONAL

- Successfully coached clients in making healthy life style choices
- Developed and implemented treatment plans
- Taught life skill and wellness/fitness classes
- Provided mentoring, conflict resolution and coping skills support to clients
- Effective advocate for people's needs

#### WORK HISTORY

ROAD REBEL ENTERTAINMENT TOURING, San Diego, CA <i>Air Travel Coordinator</i>	4/05-8/05
AMERICAN MOBILE NURSES (AMN), San Diego, CA <i>Housing Representative</i>	8/04 - 4/05
LUND FAMILY CENTER, Burlington VT <i>Residential Counselor</i>	3/03 - 3/04
J. CREW, Burlington, VT <i>Sales Associate</i>	6/02 - 3/04
BAIRD CENTER, South Burlington, VT <i>Residential Counselor</i>	8/00 - 8/02
<i>Internship Supervisor</i>	9/01 - 5/02
<i>Support Worker/Residential Counselor/Intern</i>	1/99 - 1/00

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#### EDUCATION

BODY MIND COLLEGE, San Diego, CA <i>Massage Therapy/HHP Certification</i>	07/04 - Present
CHAMPLAIN COLLEGE, Burlington, VT <i>Bachelor of Science Degree, Professional Studies, concentration in Social Services</i>	5/02
<i>Associate in Science Degree, Liberal Studies</i>	5/00
• Participated in international Study Abroad Program at <i>University of Skovda</i> , Skovda, Sweden	
• Member of women's soccer team	