

## SHELTER ADVOCATE

### Summary

Dynamic shelter advocate with years of clerical experience that is great with communication skills and confidentiality. I am very experienced with computers and a tremendous amount of office skills.

### Highlights

- Crisis intervention and resolution
- Complex problem solving skills
- Valid Texas driver's license
- Reliable transportation
- Strong decision maker
- Fundraising background
- Client engagement
- Compassionate
- Dedicated patient advocate
- Self-starter
- Event planning and coordination
- Microsoft Office Suite

### Accomplishments

- Promoted to Lead Teller after 9 months of employment.
- Promoted to Assistant Manager at a gas station after being a cashier for 1 month.
- Assisted with organizing, planning, and hosting a Candlelight Vigil for the Dove Project, Inc.
- Assists with supervising and directing the work of community service workers and volunteers.

### Experience

#### SHELTER ADVOCATE

July 2014 to August 2015 Company Name - City , State

- Tested clients for drug use and referred them to other community resources.
- Produced media advisories, brochures, fact sheets, print ads and newsletters.
- Promoted healthy habits and practices in outreach materials and presentations.
- Charted and recorded information in client files.
- Tracked client movement on and off the unit by documenting times and destinations of clients.
- Traveled locally and regionally to conferences, workshops and presentations.
- Maintained up-to-date and comprehensive electronic and paper filing systems.
- Collaborated with local health departments and other community partners.
- Educated the public regarding community health resources in correctional facilities, community centers and churches.
- Drafted and revised reports, articles and background papers.
- Educated clients about treatment options and answered related questions.
- Checked facility for open windows, locked doors, malfunctioning smoke detectors and other safety hazards.
- Conducted outreach, advocacy and rehabilitative services for regular cases and crisis intervention.

#### MUNICIPAL COURT CLERK

January 2014 to March 2014 Company Name - City , State

- Processed summons, subpoenas, appeals and motions.
- Drafted legal papers including complaints, summons and interrogatories.
- Gathered and analyzed research data regarding statutes, decisions, legal articles and codes.
- Investigated facts and law of cases using pertinent sources to determine causes of action and to prepare cases.
- Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Organized and maintained law libraries, documents and case files.
- Photocopied all correspondence, documents and other printed materials.
- Processed and distributed invoices to bill clients.
- Composed and revised legal documents, including letters, depositions and court documents.
- Created and tracked all expenses and client account codes
- Recorded and monitored court appearance dates.

#### LEAD TELLER

June 2012 to August 2013 Company Name - City , State

- Established new customer accounts including checking, savings, lines of credit and loans.
- Processed sales referrals and promoted bank services and products.
- Balanced daily cash deposits and bank vault inventory with a zero error rate.
- Assembled in-store marketing displays.
- Processed cash withdrawals.
- Trained employees on cash drawer operation.
- Adhered to Wells Fargo security and audit procedures.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.

- Examined checks for identification and endorsement.
- Supplied tellers with coin and currency as needed.
- Maintained confidentiality of bank records and client information.
- Directed specific questions to appropriate branch personnel.
- Delivered prompt, accurate and excellent customer service.

#### Education

High School Diploma : General , 2000 Jefferson City High School - City , State , Cole

- Top 10% of class
- Coursework in Business, Communications and Advertising
- Coursework in Accounting 1 & 2
- 3.4 GPA
- Coursework includes Human Computer Interaction
- Coursework in Technical and Professional Writing

#### Select One

##### Skills

10 key, adding machine, approach, agency, banking, basic, bonds, case management, cash handling, clerical, conflict resolution, Copying, counseling, crisis intervention, client, clients, customer service, data entry, driving, Trains employees, Faxing, Filing, financial, forms, fundraising, law enforcement, legal, letters, Director, meetings, access, microsoft excel, money, office, PowerPoint, microsoft word, works, multi-tasking, Organizing, Personnel, Police, policies, presentations, public relations, receiving, record keeping, recruiting, reporting, researching, safety, Scanning, secretarial, statistics, supervisor, Supervisory, supervising, taking messages, phone, typing 65 wpm, warrants