

Ima Happyperson
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Objective: Seeking a position as a Case Worker

Qualifications:

- Possess extensive crisis intervention experience
- Bilingual in English and Spanish
- Certified in CPR and First Aid
- Have over five years counseling experience
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook

Education:

Associate Degree, Human Services

May 2017

Quinsigamond Community College, Worcester, MA

- Merit List 2016 & 2017
- Member of PTK Honor's Society

Experience:

Case Manager-Housing Stabilization-Greater Worcester Housing Connection

July 2015-Present

South Middlesex Opportunity Council, Framingham, MA

- Provide stabilization services to homeless men and women moving from the PIP shelter into a housing placement
- Offer service needs assessment and work with each client to develop and individual self-sufficiency plan
- Make linkages and referrals to community based services

Internship

Sept 2016 – May 2017

The Bridge of Central Massachusetts, Worcester, MA

- Attended scheduled meetings, case conferences, and staff meetings
- Respected confidentiality of the individuals in service
- Participated in supervision
- Developed positive rapport with the individuals served
- Observed and participated in the implementation of routines and program structure

Crew Member

Jan 2010 – July 2015

Dunkin Donuts, Worcester

- Worked efficiently in a fast paced environment
- Multi-tasked effectively completing orders successfully in a timely manner
- Offered friendly customer service at all times