

# RESUME 602

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## OBJECTIVE

Highly-motivated, knowledgeable, and results-driven professional to secure a position with your organization as a *Mental Health / Substance Abuse Counselor, or Case Manager*, utilizing my skills, training, education, and experience

## SUMMARY OF QUALIFICATIONS

- Over 10 years' experience as a Mental Health Specialist in the Human Services industry, working closely with families, adults, and adolescents, including individuals with emotional disabilities, disorders, and dual disorders, chemical and substance abuse, assisting individuals to function independently and with stability in their personal lives and careers
- Works closely with teams of medical and mental health professionals, maintaining care plans for patients / clients, monitoring individuals for positive or adverse effects, and ensuring the safety and well-being of individuals
- Utilized as a knowledgeable, trusted, and respected resource by management, peers, and clients, the "go-to" professional, to provide guidance, training, clarity of thought, sound judgment, and resolving client logistics issues formulating intelligent solutions through achievable action plans when others cannot
- Assesses individuals' innate strengths, including those with disabilities, utilizing innovative Team Building concepts coupled with organizational and motivational skills, guiding and directing individuals to maximize productivity and their own personal potential
- Over 12 years' experience in various managerial roles in the human services, personal trainer, property management industries, supervising up to 6 employees and proficient with all phases of workforce development including recruiting, interviewing, hiring, training/mentoring, delegating work orders and other assignments, monitoring all work activities for quality, expediency, safety, and proper employee/client interactions, conducting performance evaluations with written reviews, implementing disciplinary measures, and terminations
- Regards patient confidentiality seriously and complies with all HIPAA laws and regulations
- Strong verbal and written communications, math, analytical, and problem-solving skills
- Attention to detail, punctual, compassionate, and conscientious professional
- Multi-tasks effectively, learns new systems quickly, and completes assignments/projects ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

10/19 – Present      **Owner / Operator**

JC Teez ([www.jcteez.com](http://www.jcteez.com)), North Tonawanda, NY

- Sublimation, Screen Printing, and Vinyl Lettering on custom T-Shirts and other clothing items.
- Direct and coordinate drawing and cutting patterns and constructing samples or finished garments.
- Select materials and production techniques to be used for products.
- Purchase new clothing and accessory items as needed to complete designs.
- Responsible for marketing and promotion of services and products across Western New York and online.

07/18 – 11/18      **Construction / Installer**

Nick Hayes Construction, Niagara Falls, NY

- Installed lightweight, insulated wall panels into finished basements and other rooms throughout residential homes.
- Aligned, straightened, plumbed, or squared tracks for installation.
- Selected tools, equipment, or materials from storage and transported items to work site.
- Cleaned work areas to maintain a clean and safe job site.

07/09 – 03/12      **Case Manager**

Horizon Health Services, Buffalo, NY

- Responsible for providing comprehensive care management, care coordination and health promotion throughout WNY for up to 70 dually-diagnosed individuals per month, for both mental disabilities and/or substance abuse
- Provided comprehensive transitional care logistics, from inpatient to next-phase appropriate living environments, overseeing timely discharges with scheduled follow-up meetings to ensure proper care
- Conducts periodic assessments with clients providing detailed analyses of their conditions and information to assist other professionals from various agencies to collaborate towards rehabilitation
- Interacts with other agencies (courts, probation, schools, and mental health clinics) to initiate and monitor services implemented for client rehabilitation

- Encouraged and facilitated client participation in healthy social community activities and interactions

07/05 – 06/09      ***Service Coordinator / Intensive Behavioral Counselor***

Venture Forthe, Inc., Niagara Falls, NY

- Supervised up to 19 adults with various levels of physical and mental disabilities, especially TBI cases, traveling to clients' homes, overseeing the assessment and re-assessment of the individual's condition, level of care, and progress (if measurable), and ongoing review of all aspects of the Service Plan
- Directed a management team of up to 6 Direct Care Professionals, got personal hygiene, preparing meals, etc., ensuring that treatment plans were followed and safeguards were closely monitored
- Monitored and assisted individuals with daily activities and living skills to teach and guide them towards enhanced quality of life and greater independence, successfully rejoining the community socially and in their careers
- Acted as liaison and advocate, collaborating with family members and medical professionals for client progress briefings as well as for the administration of prescriptions and adjustments to dosages as warranted
- Kept daily logs of activities, medication administration, and any incidents which might have occurred

## **MILITARY EXPERIENCE**

***Fire Rescue / Aero-Medical, E5, (Honorable Discharge), 1986 - 1993***

*Active Duty: Desert Shield and Desert Storm*

US Air Force Reserve, Niagara Falls, NY

## **EDUCATION, TRAINING & EXPERIENCE**

***Master of Science, Psychology, 2011***

Walden University, Minneapolis, MN

***Bachelor of Science, Psychology, 2001***

***Bachelor of Arts, Legal Studies / Sociology, 1999***

State University of New York at Buffalo, Buffalo, NY