

Jane Doe

123 Main • Anywhere, MO 70000 • 719-000-0000 • jdoe@aol.com • [linkedin.com/janedoe](https://www.linkedin.com/janedoe)

Ten years' experience in leadership development with a focus on grooming youth and young adults to learn and practice strong management principles. Skilled in the areas of counseling, education and training through the use of varied techniques appropriate to the situation and individual circumstances. Proficient in assessing situations, providing optimum feedback and structuring an atmosphere for goal setting/next steps. Known for initiating, developing and expanding business and personal partnerships/relationships based on teamwork and mutual goals.

Areas of Expertise

Empowering Youth
Strengths-Based Counseling
Teaching and Training

Community Builder
Project Management
Strategic Implementation

Leadership
Communication
Partnerships

EDUCATION

Denver Seminary, Littleton, CO

May 2014

Master of Arts in Clinical Mental Health, *CACREP Accredited Program*

Samford University, Birmingham, AL

2001

Bachelor of Science in Education, *Dually Certified in Early Childhood and Elementary Education*

Educational Counseling Experiences

Denver Seminary, Littleton, CO

2011-2014

Counseling Division Paid Work Study

- Conducted current counseling research and provided written overviews as directed by Counseling Faculty members
- Processed, documented and communicated confidential information with integrity and care ensuring proper legal compliance
- Participated as a counselor in group sessions focused on crisis intervention and anxiety issues

The Community Church, Littleton, CO

2013

Counseling Intern

- Individually counseled women on topics such as conflict resolution, stress management and diversity utilizing techniques such as self-exploration, listening with empathy and clinical observation
- Counseled a group focused on the treatment of substance abuse utilizing appropriate assessment instruments as part of a counseling team

Shepherd's Gate Counseling Center, Littleton, CO

Fall 2011

Counseling Practicum

- Co-facilitated counseling sessions with men and women students focused on clinical issues such as identity development, conflict management skills, and depression
- Performed preliminary interviews, conducted appropriate assessments and scheduled a suitable counselor for individuals new to the counseling center

PROFESSIONAL EXPERIENCE

ProviderTrust, Anywhere, MO

2014 - Present

Account Manager

- Managed the day to day relationships with 30 client businesses ensuring that satisfaction levels with the use of our software programs remained at over 90%
- Facilitated the implementation of software updates, new licenses and renewal contracts in a timely fashion with no client downtime
- Focused on relationship building with all clients, proactively meeting their needs utilizing counseling techniques toward the goal of enriching our communication processes

Focus Leadership Institute, Anywhere, MO

2008 - 2011

Director of Enrollment Management/Admissions

- Developed and executed a marketing strategy that increased enrollment by 20% over a two year period
- Established and maintained key client relationships through improved status updates and promptly addressing concerns utilizing conflict resolution and creative problem solving skills
- Upgraded the Institute's social media presence and website design/content ensuring that all information was consistently accurate, informative, easy to navigate and up-to-date
- Improved student recruiting, scholarship and admission processes through the strategic implementation of a new educational software program that reduced our response time in half for student inquiries

Covenant Counseling & Education Center, Birmingham, AL

2006 - 2008

Office Manager

- Managed the day to day operations of a 20 member counseling staff ensuring that all confidential information was prepared, stored and easily retrieved while maintaining legal guidelines and confidentiality
- Streamlined the scheduling process through the implementation of new software which provided accurate scheduling options for clients and maximizing efficient use of the counselors' time
- Reduced client billing complaints by providing a written statement of costs for the assigned treatment at the end of the first counseling session

Central Elementary School, Birmingham, AL

2001-2006

Fourth Grade Teacher

- Developed, organized, implemented and managed a Student Leadership Group, a strategic initiative focused on educating fourth – sixth graders on the basic principles of leadership and fostered growth opportunities within the school’s Student Government team
- Led weekly grade level meetings to plan lessons, analyze assessment and create individual action plans for targeted student growth
- Collaborated with dean of students, school counselor, and school-based mental health professional for success and family involvement, assessments and recommended next steps for the diverse student population
- Originally hired as a Third Grade Teacher in 2001 and asked to teach a more challenging, diversified class of fourth graders in 2003.

COMMUNITY AFFILIATIONS

Mental Health Organization, Anywhere, MO

2014-Present

Vice Chairman

- Provided strategic input and direction resulting in increased community awareness and support for mental health initiatives
- Partnered with local organizations by referring their employees to appropriate local counseling agencies
- Instrumental in providing research to local government groups with the task of setting up mental health guidelines for upcoming legislation initiatives
- Counseled students as a volunteer through the Mental Health Organization’s referral services offered to underprivileged youth in the area through the local school and community college

Community House, Anywhere, MO

2008-2011

Youth Outreach Worker

- Mentored, coached and trained recent high school graduates on the basic principles of leadership and teamwork for use in their personal and professional interactions
- Taught job readiness classes focused on skills such as resume writing, interviewing techniques and goal setting which enhanced their ability to secure employment

XYZ Church, Birmingham, AL

2004 – 2007

Small Group Leader for College Students

- Facilitated out of state college students to successfully integrate into the community and church by establishing strong, trusting relationships
- Doubled the size of the group within the first six months by providing a safe, engaging environment for spiritual and general discussions