

John Smith

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(555)-555-1212

SUMMARY OF QUALIFICATIONS

Highly dynamic, results-oriented, and a motivated social services educated professional. Involved in strategic planning at the executive-level with senior-management teams as well as the development and implementation of new residential services and initiatives. Hardworking, energetic, flexible, and adapts easily to change. Resourceful problem solver capable of implementing solutions to client problems. Excellent verbal and written communication skills. Proficient in discovery of client issues by utilizing strong problem solving and communication skills. Possesses a strong sense of responsibility and leadership with a commendable track record of dependability.

- **Exceptional Interpersonal and Communication Skills** – Excellent communication and organizational skills; accustomed to working in fast-paced environments with the key ability to maintain relationships.
- **Work Ethic and Professionalism** – Solid professional standards; maintains focus on achieving bottom-line results for clients and other volunteers while providing outstanding case management.
- **Problem Solving** – Proven ability to develop creative and innovative solutions for client challenges; successfully counsels and manages client change for improved performance and greater efficiency.
- **Effective Communication Skills** – Adept in public and client relations, counseling, case management, diversity awareness, conflict management, and volunteer mentoring as well as interventions.

PROFESSIONAL EXPERIENCE

SECT Retail Group Operations Manager

Springfield, IL
2004 – 2010

- Provided expertise in operations management and property management for convenient store chain.
- Responsibilities included scheduling property maintenance and equipment leasing for a chain of stores.
- Trained, developed and motivated staff; forecasted store sales, loss prevention, and store inventory.
- Supervised all sales and business development functions, including new service rollouts, key account management, customer relationship development, contract negotiations, and client order fulfillment.
- Managed P&L and budget duties, and provided cross-functional team training, coaching, and mentoring.
- Supervised the training and employee development to reduce turnover and enhance performance.

St. Mary's Church Care Management - Volunteer

Springfield, IL
2006 – 2010

- Served effectively as contact person for new admissions, and made the required referrals appropriately.
- Performed intakes in a positive and professional manner, and obtained all the required documentation.
- Attended to the daily needs of clients as well as fostered increased independence and self-determination.
- Provided timely information to other health care providers concerning specific client issues and needs.
- Responsibilities included documenting progress, goals, and objectives to assist and support clients.

Youth Advocate - Volunteer

- Planned activities for each client to help them develop appropriate skills required for social settings.
- Conducted documentation updates and complete detailed reports on computer for monthly summaries.
- Met with community youth to organize and conduct recreational programs after school and on weekends.

EDUCATION

University of Illinois
Bachelors Degree in Psychology

Springfield, IL

Springfield Junior College
Associates Degree in Science

Springfield, IL