



PEER SUPPORT AND CUSTOMER SERVICE SPECIALIST

Seeking a position that will utilize my extensive knowledge and successful experience within the private and nonprofit sector. This ideal position will be both challenging and rewarding in an organization that values the retention of their clientele and their ultimate wellbeing. Known to be a consistent performer and self-starter who demonstrates advanced expertise while utilizing a tri-fold of strong organizational skills, hands on experience and ability to work well with various cultures as leverage in offering ultimate efficiency.

QUALIFICATION SUMMARY

• Communication Skills

- Demonstrated various facets of communication via oral and written with the ability to present information clearly and accurately
- Focused on interpersonal skills with ability to actively listen to clients and employees & delegate responsibilities
- Strong interpersonal skill with ability to increase morale within work environment

• Customer Service Skills

- Able to actively listen to determine needs of clientele before offering a solution and thus quickly establishing rapport leading to repeat service
- Highly competitive, self-starter demonstrating organization, discipline and goal oriented traits
- Established reputation of being both resourceful and committed, versatile and adaptable to various situations and environments

CORE STRENGTHS

- Empathic Understanding*
- Empowering Motivator*
- Flexible and Adaptable to Changing Environment*
- Operational Support; Customer Service Management*
- Solutions Oriented*
- Documentation Skills*

EDUCATION ▪ CERTIFICATIONS ▪ TRAININGS

CARES Certifying Body • Atlanta, GA • *Certified Addiction Recovery Empowerment Specialist - 2011*

Clayton Community Service Board • Jonesboro, GA • *First Aid & CPR, CPI (Crisis Prevention Intervention), Defensive Driving*

George P. Butler • Augusta, GA • *High School Diploma*

EMPLOYMENT HISTORY

CLAYTON MENTAL HEALTH • Jonesboro, GA • *Peer Support Specialist* ◦ January 2011 - Present

Effectively utilize motivational interviewing skills to access individuals so that proper services could be rendered. Responsibilities include initial assessments, participating in treatment planning, assist in dealing with personal and social problems, provide supportive counseling and case management as well as provide information of mutual aid groups (meetings throughout community) and assist in other areas of center as needed.

KEY RESPONSIBILITIES

- *Facilitator of substance abuse group and perform crisis intervention in and out of groups*
- *Created and implemented various social support activities for individuals*
- *Provide referrals for food, homeless shelters and furniture banks; personally assisted in meeting clients immediate needs when feasible*

PUBLIX SUPERMARKETS • Charleston, SC • *Customer Service Manager & Pricing Coordinator* ◦ 2002 - 2009 (retired vested)

Responsible for maintaining customer satisfaction through solid negotiation and judgment skills. Maintained a high-volume workload within a deadline-driven environment that required an awareness of all store promotions and advertisements. Assisted in meeting consumer objectives by accurately forecasting needs assessments, completed price changing and supply audits, participated in monthly and year-end inventory and cycle counts, analyzed variances and properly initiated corrective actions if needed.

KEY RESPONSIBILITIES

- *Trained new hires as well as provided continuing education of current employees*
- *Able to assess training needs and deliver training solutions that would produce measurable results to both the employees as well as the organization*

CLAYTON COUNTY CENTER • Jonesboro, GA • *Residential Manager* ◦ 2000 - 2006

Coordinated with various staff for operational support activities of the units served. Specific duties included: cooking, cleaning, developing activities, planning weekend schedules, preparing weekend menus, planning trips, and ensuring safe transport of clients to their designated appointments. Also responsible for screening of client's mental and physical capacity for admission into facility, determining treatment level of each individual and placing consumers in contact with public services to meet their needs. Able to provide effective counseling services to consumers as well as their families regarding addiction issues.

OFFICE DEPOT • Jonesboro, GA • *Office Manager* ◦ 1992 - 2002

Self motivated retail store leader responsible for store operations of a multi-million dollar retail chain. Demonstrated ten years of active experience and the required determination to improve on performance with the utmost sense of obligation and focus on customer service. Advertised job, recruited and screened internal and external candidates for job vacancies. Ensured the financial integrity and company security practices by enforcing stricter employee accountability with the introduction of key control and cash audits.