

M. RACHEL STUDENT

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This is an example of a
traditional two-page résumé

OBJECTIVE: A social services position, preferably in the area of client advocacy

EDUCATION and CERTIFICATIONS

CAPITAL UNIVERSITY, Columbus Ohio
Bachelor of Social Work May 2023
GPA: 3.46/4.00

CLARK STATE COMMUNITY COLLEGE, Springfield Ohio
Associate of Applied Science in Social Services, December 2021
GPA: 3.77/4.00

Registered Social Worker Assistant

State of Ohio Counselor, Social Worker, Marriage & Family Therapist Board

Chemical Dependency Certificate, *Clark State Community College*

Conversational /Law enforcement Spanish course, *Clark State Community College*

RELEVANT EXPERIENCE

Victim Services Coordinator, July 2021-December 2022

ACTION OHIO DOMESTIC VIOLENCE SHELTER, London, Ohio

- Performed court advocacy for survivors of domestic violence at the Madison County Courthouse.
- Facilitated and implemented both a domestic violence support group and a weekly life-skills class.
- Completed intake/exit paperwork and conducted an assessment/case plan.
- Provided case management for clients residing at the shelter.
- Answered crisis phones and emergency cell phone, assessed if appropriate for shelter, linked clients with appropriate resources.
- Taught domestic violence education and safety planning to clients and community.
- Assembled collaboration reports and attended trainings.

Facilitator of Life skills Educational Group/Counselor April 2021-July 2021

ACTION OHIO DOMESTIC VIOLENCE SHELTER, London, Ohio

- Developed and implemented a life-skills educational group to clients residing at the shelter.
- Taught clients the skills needed to transition and break the cycle of abuse.

Family Coach, April 2020-May 2021

INNOVATIVE FAMILY SUPPORTS, Bellefontaine, Ohio

- Taught parenting skills, performed case management services for families.
- Provided direct communication /documentation for Children's Services case workers pertaining to clients' case plans.
- Participated in team meetings with Children's Services and other professionals pertinent to case plans.

Domestic Violence Advocate Intern, August 2020-April 2021

ACTION OHIO DOMESTIC VIOLENCE SHELTER, London, Ohio

- Performed court advocacy for survivors of domestic violence at the Madison County Courthouse.
- Assisted in providing services at a 4 bed shelter for both male and female victims of domestic violence and their children.
- Assessed crisis hotline clients, and assisted with information, referral, safety planning, and documentation.
- Developed and implemented a "Life skills" educational group to clients residing at the shelter.

Victim Advocate Intern, September 2019-March 2020

CLARK COUNTY VICTIM WITNESS PROGRAM, Springfield, Ohio

Assisted Domestic Violence and Child Advocates. Our team:

- Provided comprehensive support to victims of felony crimes.
- Prepared clients for legal and court proceedings as well as assisted with crisis intervention, and referral to appropriate resources, such as Victims of Crime Compensation.
- Advocated for clients as needed.

Crisis Intervention Intern, March-June 2019

FAMILY VIOLENCE PREVENTION CENTER OF GREENE COUNTY, Xenia, Ohio

- Assisted in providing services at a 22-bed shelter for both male and female victims of domestic violence and their children. Monitored and operated security cameras and gate.
- Assessed clients calling the crisis hotline. Provided crisis intervention, support, information, referral, safety planning, and documentation.

ADDITIONAL EXPERIENCE

Tutor and Student Advocate, Academic years September 2018-June 2019

CLARK STATE COMMUNITY COLLEGE, Springfield, Ohio

- Advised students and referred students to appropriate services
- Tutored students in several subjects including English and Psychology
- Administered the ACT Compass Test for school admission, assisted with administrative duties

Emergency Room Registration Secretary/Physical Medicine Secretary, October 2016-February 2018

MERCY MEDICAL CENTER, Springfield, Ohio

- Registered new patients into hospital system
- Effectively interacted with a wide range of culturally diverse individuals
- Conducted order entry assignments and scheduled treatments for hospital and physicians
- Handled all incoming and outgoing calls for staff and scheduled referring physicians

Medicaid Eligibility Representative, January 2013-April 2016

TERRY J. REPPA & ASSOCIATES KETTERING MEDICAL CENTER, Kettering, Ohio

- Conducted initial patient interviews to determine eligibility, completed appropriate Medicaid application, 7200, CPA, 2453, and hospital care assurance applications
- Worked closely with hospital financial counselors, Medicaid billers, and emergency room staff
- Updated Montgomery County Department of Job and Family Services caseworkers as to Medicaid application status
- Completed monthly status reports

Experience also includes 10 years as a dental assistant (information available upon request)

HONORS

CAPITAL UNIVERSITY

Social Work National Honor Society, Phi Alpha, Upsilon Chapter

Graduated Summa Cum Laude

CLARK STATE COMMUNITY COLLEGE

National Dean's List

Member of Phi Theta Kappa (international academic honor society)

Student Recognition Award (for outstanding student and work-study)

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This is an example of a two-page traditional résumé with the optional qualifications summary

OBJECTIVE

A position in a corporate real estate department that will utilize my real estate, sales and marketing experience

SUMMARY OF QUALIFICATIONS

Twenty years of sales and marketing experience developing new business and increasing companies' market share, enhancing profitability, and creating highly satisfied clients in the commercial and residential real estate fields.

Results: Enhanced value of underutilized and under-performing properties, as much as doubling asset value.

Efficiency: Streamlined surplus asset disposition resulting in the sale of surplus properties previously on the market for 5-15 years.

Quality Control: Designed and implemented marketing and transaction tracking systems which reduced the potential for errors, increased efficiency of transaction flow and improved client communication

Entrepreneurial Approach: Created, refined, and tested self-designed marketing program. Through this program, clients received faster, more efficient sales and higher net prices than through other methods.

Teamwork: Pioneered the team approach to marketing specialty properties within my company. Directed and managed these teams to accomplish specific client goals.

Leadership: Coached and developed interns and entry-level employees. Several of the interns went on to successful careers with national commercial real estate corporations.

PROFESSIONAL EXPERIENCE

Residential Real Estate Agent, January 2015 – present

REAL LIVING H.E.R., Central Ohio Territory

Accomplishments

- Maximized home sale prices while reducing days on market. Many of our homes sell with multiple offers and above list price due to implementation of self-designed marketing program.
- One of 35 agents (out of 4,500) recruited to join the Leadership Circle team to develop and implement business strategy, test new programs and to present agent ideas and concerns to the corporate leadership.

Responsibilities

- Prospect, market, communicate with clients and negotiate contracts on a daily basis.
- Direct the “transaction team” comprised of the buyers or sellers, staging designers, advertising personnel, attorneys, inspectors, mortgage representative, insurance agents, Title Company and the co-op agent to accomplish the sale and closing.
- Refine current personal and corporate business systems.
- Define business direction and create action plans to reach production and strategic objectives.
- Present agent ideas and concerns to the corporate leadership as one of 35 agents (out of 4,500) recruited to join the leadership circle team.

Commercial Real Estate Agent, September 2005– January 2015

COLDWELL BANKER COMMERCIAL-*Wears Kahn & McMenamy*, Ohio Territory

Accomplishments

- Office sales leader four of last six years.
- Chosen by the national director of surplus property disposition of BP Oil Company as the first outside broker to handle disposition of surplus properties. Offered the opportunity to take over the marketing of a regional portfolio of 843 surplus sites.

Responsibilities

- Obtained building inventory for lease and sale, and marketed that inventory to prospective tenants or buyers. Retained tenants through client needs analyses, participated in space planning and lease negotiations (for landlord), and oversaw tenant build-out and relocation.
- Coordinated asset enhancement, market positioning and property competitiveness.
- Created property value through strategic planning and creative restructuring. For example, an office building valued at \$2.5 mil was refitted and repositioned in the marketplace and 18 months later was valued at \$4+ million.
- Compiled and maintained a database of over 1,287 prospects and communicated with them through monthly mailings, quarterly market reports and quarterly telephone calls.
- Participated in development, redevelopment, leasing, sales and management of office, retail, land, multi-family, warehouse properties.
- Researched and wrote feasibility studies, building and property valuations, market analyses, facility evaluations and lease audits. Prepared marketing and leasing budgets for commercial space to be leased and/or sold.

Leasing Manager, January 2004 - September 2005

LINCLAY CORP. a national real estate development company. Central Ohio Territory

Responsibilities

- Leased second generation office space. Prospected directly for new tenants and build-to-suit prospects.
- Promoted available office space to the brokerage community.
- Retained existing tenants through lease renewals by expanding, downsizing, and refitting current tenant's office facilities.
- Leased and developed office, retail and warehouse properties.
- Reported to the asset management directors for New York Life Co. Enhanced the value of the corporate assets through creative development, strategic planning, client retention and expansion.
- Position was eliminated after nine months immediately before the company was dissolved due to the severe downturn in the commercial real estate development market.

COMMUNITY AND PROFESSIONAL SERVICE

- Founded Upper Arlington Business Development Group (UA Chamber of Commerce.)
- Past president of the Columbus Business Development Club
- Established in-office training follow-up groups to promote retention and application of selling concepts and performance accountability.
- Trinity United Methodist Preschool Board of directors (Secretary)
- Ducks Unlimited (world leader in wetlands preservation) multi-year committee member

EDUCATION

CAPITAL UNIVERSITY, Bachelor of Arts, May 2023

Real Estate and Business focus (Liberal and Professional Studies)