

# John Doe

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*Human services professional with a record of expanded responsibility. Client focused with diverse experience in case management, program development and program management. An enthusiastic team player with attention to detail and ability to work in fast paced environments.*

## **Education**

University of Baltimore  
Baltimore, Maryland

**Master of Science, Human Services**

**Administration**

May 2018

University of Baltimore  
Baltimore, Maryland

**Bachelor of Arts, Psychology**

May 2014

## **Professional Experience**

***Program Manager, Couples Advancing Together  
Center for Urban Families, Baltimore, MD***

***May 2017- Present***

- Develop and manage the program budget of 1.5 million dollars
- Oversee multiple grant contracts to ensure deliverables and program goals are met
- Provide program and operational recommendations to members of senior leadership
- Enhance program model through strategic planning methods
- Lead, manage, and evaluate day-to-day activities of program staff
- Support staff in cultivating effective work communications with internal and external stakeholders

***Life Coach/ Case Manager- Team Lead  
Center for Urban Families, Baltimore, MD***

***June 2013- May 2017***

- Worked collaboratively with team members to ensure thorough and timely monitoring of member needs and progress towards established goals
- Tracked all medical, behavioral, and substance abuse referrals
- Monitored member's progress through a combination of e-mail, phone calls, and letter correspondence
- Organized and maintained case files for a caseload of 150 people
- Documented all contacts and case notes in the Apricot and Efforts to Outcomes databases
- Co-facilitated document and case note trainings as well as file audit trainings

***Family Support Worker- Case Manager  
Abilities Network, Towson, MD***

***June 2011- June 2013***

- Facilitated home visits to support parents to improve the family support system and increase the family's ability to problem solve
- Supported parents in the assessment and monitoring of children's development.
- Utilized Parent's as Teacher's curriculum to facilitate age appropriate interaction between parent and child
- Obtained assessment information in a timely manner, ensuring that state required outcomes are satisfied
- Worked collaboratively with team members to schedule monthly parenting groups and family outings
- Identified and maintained resource pool for program participants

***Employment Specialist- Case Manager  
Abilities Network, Towson, MD***

***June 2009- June 2011***

- Supported a caseload of 50 + individuals in exploring their interests and experiences and translating that information into potential jobs
- Actively supported individuals and guided them in accessing appropriate employment resources to obtain employment in the community
- Utilized multiple resources and connections to develop job leads for individuals
- Actively pursued positive relationships with employers throughout the community to facilitate successful placement of individuals
- Maintained a strong understanding of individuals rights in the workplace under the American with Disabilities Act (ADA)
- Completed daily documentation of the work that was conducted with individuals toward achieving their goals, in the Efforts to Outcomes database

***Pre-School Lead Teacher  
Celebree Learning Center, Perry Hall, MD***

***December 2009- June 2010***

- Managed classroom ensuring compliance with all MSDE-OCC regulations and standards
- Maintained attractive and current classroom displays and educational/informative parent boards
- Created and implemented timely and age appropriate lesson plans
- Supervised children during all activities, counseled children as needed using effective disciplining techniques, and managed classroom transitions
- Completed all classroom paperwork including daily reports, accident reports, attendance reports, and progress reports