

## **JANE SMITH**

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(xxx) xxx-xxxx, jane\_smith\_@ubalt.edu

### **HUMAN SERVICES PROFESSIONAL**

*16+ years' experience in healthcare settings including staff supervision and direct service to juveniles in high stress, complex situations (emergency room and critical care).*

#### **SKILLS & ACCOMPLISHMENTS:**

- Prioritize and carry out stressful tasks under high pressure and tight deadlines
- Interview clients, recommend actions and evaluate progress
- Work independently with minimal supervision in high stress situations
- Ability to problem solve creatively and with authority
- Ability to adapt to different situations at a moment's notice
- Managed payroll for 150 employees over a five year period with extreme accuracy
- Computer skills in Microsoft Outlook, Word, Excel, Power Point

#### **EDUCATION**

**Bachelor of Arts, Human Services Administration, May 20XX**  
University of Baltimore, Baltimore, MD.

**Associate of Arts, Allied Human Services, May 20XX**  
Baltimore City Community College, Baltimore, MD.

**Certificate Allied Human Services, May 20XX**  
Baltimore City Community College, Baltimore, MD.

#### **CERTIFICATIONS**

Allied Human Services May, 20XX  
Patient Care Technician December, 20XX  
Certified Nursing Assistance January, 20XX

#### **HUMAN SERVICES INTERNSHIP**

Department of Juvenile Services, State of Maryland, Baltimore, MD 20XX

- Assisted an Advanced Social Worker with assessing the individual needs and in-take of referred youth including a behavioral and mental health evaluation.
- Provided administrative support to community after-school programs for referred youth.

#### **PROFESSIONAL EXPERIENCE**

**Clerical Coordinator II, April 20XX-20XX**  
St. Agnes Healthcare, Baltimore, MD

**Emergency Room Technician, August 20XX-April 20XX**  
Greater Baltimore Med. Center, Towson, MD