

John Smith

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SUMMARY

Highly motivated recent college graduate looking to expand knowledge of psychology theories and practices by working alongside social workers in order to assist displaced families with resources related to: housing, food, and shelter.

EDUCATION

University of Baltimore, Baltimore, MD

Bachelor of Art, Psychology GPA: 3.8/4.0

Relevant Courses: Human Development, Interpersonal Psychology, Stress Identification and Management, Environmental Psychology, Interviewing Psychology

Community College of Baltimore County, Catonsville, MD

Associate of Art, General Studies

Relevant Courses: Case Management in Human Services, Understanding and Empowering At-Risk Youth, Applied Theories of Counseling, Crisis Intervention, Counseling Clients with Co-Occurring Disorders

RELEVANT EXPERIENCE

Customer Service Representative

04/2015 – present

Catholic Charities, Social Service Department

Baltimore, MD

- Maintain a case load of 50 clients, documenting resources provided and referral programs used
- Serve as liaison between client and social workers in order to determine best programs for clients
- Work with supervisor to resolve client complaints and document areas for improvement
- Review client surveys in order to gather qualitative data for monthly reporting, increased customer satisfaction by 3% within the first quarter

Research Assistant: Special Needs Study

01/2017 – 05/2018

University of Baltimore

Baltimore, MD

- Conducted in-depth interviews of adults with special needs in order to determine best strategies for success
- Offered compassion and information on self-care as well as financial literacy strategies
- Drafted research report based upon qualitative data for increasing participation by 2% within the next year

CUSTOMER SERVICE EXPERIENCE

Customer Service Rep/Cashier

03/2013 – 03/2015

Royal Farms Produce

Lanham, MD

- Assisted customers with purchases and resolved complaints within 48 hours
- Received payments by cash, check, credit cards, and vouchers
- Computed and recorded totals of transactions, increased sales by 5%

ACTIVITIES AND AWARDS

- Psy Chi Psychology Honor Society, member 08/2016-05/2018
- Customer Service **Award of Excellence:** chosen from over 300 customer service reps 09/2014
- Community College Leaders of America, Finalist 2013
- Meals on Wheels, Volunteer 05/2013 – 12/2016

Permission granted to use resume for sample from UB student – name and contact information changed to protect privacy.