

Jenny Job Seeker

123-456-7890
 Willing to travel 50%
 Bilingual (English/Spanish)

jennyjobseeker@email.com
 Currently residing Cleveland, OH
 Non-smoker

I am seeking a Counseling Position with HPS, reference #12345.

Objective Statement

As a result of my skills, experience and education I am capable of being a long-term member of your team by providing empathic support for patients, enhancing relationships with clients, and improving efficiency in documentation and communication.

Selected Accomplishments

- As a service writer at Atwater's, I carefully considered the owner's needs, desires, safety, budget, and equipment condition leading to the highest average repair invoices and being the most requested employee in the service department
- Completed over 150 hours in a clinical counseling internship at Island Seminary resulting in consistently positive reviews from my clinical supervisor based upon collaboration with other trainees, client case notes, treatment plans, clinical skills and the ability to develop client rapport
- Established strong customer relationships at TMO resulting in repeat sales and service requests leading to an increase in profits every year, both in product and service, resulting in a significant store expansion in 2007
- Trained employees of 6 different bicycle shops in effective selling of service which resulted in: raising the average invoice amount, improving communication skills, increasing attention to detail, and gaining empathy for the customer's situation

Employment History

SGW School , Liberty, Ohio	August 2012-Present
After Care Coordinator, Extended Care Assistant Teacher, & Substitute Teacher	
Atwater's Bike Shop , Akron, Ohio	2003-2004, & 2008-2012
Service Manager	
River Consulting , Cuyahoga Falls, Ohio	2009
Freelance HME Manual Editor	
Technical Multisport Operations , Columbus, Ohio	2005-2008
Service Manager and Assistant Store Manager	
Spring Ministry Life Center , Cleveland, Ohio	2006
Pastoral Counseling Intern and Volunteer	
Coastal Counseling , Columbus, Ohio	2005
Counselor Trainee	
Minsk International School , Minsk, Belarus	2001-2002
Science and Mathematics Educator	
Served as the lead administrator for two weeks during the school director's absence, and successfully navigated a conflict between a parent and the school	
Major University , Canton, Ohio	1999-2000
Co-Student Activities Council Director	

Education History

Master of Arts in Counseling, Island Theological Seminary, Youngstown, Ohio
Bachelor of Arts in Liberal Arts, Major University, Canton, Ohio

Keywords: SGW non-profit non-discriminatory educational organization children preschool grade eight all races religions national origins diagnosed personal mental difficulties created treatment plans counseled children adults supervision established strong customer relationships repeat sales service requests leading salaried manager operation successful customer loyalty program retain customers consultation small business ownership improved efficiency profitability level of customer service budgeted planned promoted supervised social activities college campus students

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Employment History

SGW School, Liberty, Ohio

August 2012-Present

After Care Coordinator, Extended Care Assistant Teacher, & Substitute Teacher

SGW is a non-profit, non-discriminatory educational organization, welcoming children from preschool through grade eight of all races, religions and national origins.

- Provide structure and care for up to 60 students for up 3 hours after the school day
- Ohio Department of Education Student Aide certified and first aid certified
- Assisted in leading a class of 8 preschool and kindergarteners in a sit down meal and structured afternoon of activities

Atwater's Bike Shop, Akron, Ohio

2003-2004, & 2008-2012

Service Manager

Ohio's oldest and best-known bicycle shop has four locations throughout Ohio, and has served their customers with the best in bicycle sales and service since 1940.

- Managed the work of 10 service staff at one of the largest volume bicycle shops in the country, leading to the assembly, service and tuning of over 10,000 bikes per year
- Developed and organized a used bicycle and parts system that went from selling \$1,000 of used bicycles to revenue of over \$15,000 in bicycles and \$3,000 in parts per year
- Converted and retrained a paper-based service department to a fully computer-based system resulting in less paper work along with more accurate estimates, work process scheduling, invoices, inventory, and customer history
- Created employee training and quality control documents leading to over 100 pages of original material
- Proved to be a well-rounded and helpful worker leading to roles as: manager, salesperson, cashier, mechanic, service writer, bicycle fitter, warehouse staff, inventory processor, warranty specialist, new parts buyer, janitor, equipment deliverer, employee trainer and bicycle shop customer service consultant

River Consulting, Cuyahoga Falls, Ohio

2009

Freelance HME Manual Editor

River Consulting offers full-service consulting that provides accreditation preparation services for Home Medical Equipment (HME), home health organizations seeking accreditation, and compliance with applicable regulations.

- Edited home medical companies' compliancy, policy and procedure manuals, including creating original customized policies, ensuring ability for Medicare funding
- Assembled professional paper hardcopy and computer-based manuals for each contracted company

Technical Multisport Operations, Columbus, Ohio

2005-2008

Service Manager and Assistant Store Manager

TMO is a professional bicycle and triathlon retail store, providing a niche product line, excellent customer support, and attract demanding, educated customers.

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- Contributed to the realized increase in profits every year, both in product and service, resulting in a significant store expansion in 2007
- Established strong customer relationships resulting in repeat sales and service requests leading to be contracted as the first-ever salaried manager in 20 years of operation
- Created a successful customer loyalty program to attract and retain customers resulting in its continued use for almost 10 years
- Provided consultation to small business ownership, which improved efficiency, profitability, and the level of customer service

Spring Ministry Life Center, Cleveland, Ohio 2006

Pastoral Counseling Intern and Volunteer

Spring Ministry staff and volunteers connect with at-risk teens to share God's truth and to equip them with the tools to experience real life change.

- Built trusting relationships with youth in need
- Led activities and games, mentored junior high and senior high students, led Bible studies, and transported students safely to and from their homes
- Created an organizational system for inventory and usage of the center's computer lab

Coastal Counseling, Columbus, Ohio 2005

Counselor Trainee

Through our more than 40 counselors, coaches, and master's student interns we are able to make professionally trained, biblically sound counseling and coaching affordable.

- Diagnosed personal and mental difficulties, created treatment plans, and counseled children and adults, while under supervision
- Collaborated with other trainees in their diagnoses and treatment plans during supervisory meetings
- Treated difficulties such as: anger management, anxiety, attention deficit disorder, depression, family trauma, and substance abuse

Minsk International School, Minsk, Belarus 2001-2002

Science and Mathematics Educator

MIS is a private non-profit institution that offers high quality education in the English language for students from three years through eighteen years of age.

- Planned and taught 7 classes a day in science and mathematics to children ages 5-16 at a school for international students
- Held parent-teacher conferences to inform parents of their children's academic progress and advise them on any need for further assistance
- Served as the lead administrator for two weeks during the school director's absence, and successfully navigated a conflict between a parent and the school

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Major University, Canton, Ohio

1999-2000

Co-Student Activities Council Director

Major's S.A.C. creates and promotes campus environments that result in multiple opportunities for student learning and development

- Budgeted, planned, promoted and supervised the social activities of a college campus of 2,000 students
- Increased the number of student volunteers in my committee three-fold in a one-year period
- Delegated to as many as fifty people at a time leading to the successful hosting of two 500 seat dinner events
- Became the top educational technology student resulting in being chosen by the Major College Education Department staff to be a teacher's assistant for a computer and technology training course, with special focus in Microsoft Office and website creation

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