

Career Transition/Heavy Volume Experience

Jane K. Doe
1234 Smith Lane
Hazel Crest, Illinois. 60429
(708) 123.4567
e-mail: jdoe@hotmail.com

SUMMARY OF QUALIFICATIONS

- ❖ Over five years experience in conflict resolution skills and team building skills.
- ❖ Proficient at researching information, interviewing people, articulating/presenting results.
- ❖ Fluent in English and Polish Languages.

EDUCATION

Master of Arts, Political Science & Social Justice

Governors State University, University Park, IL, May 2008

Bachelor of Arts, Social Sciences

University of Illinois, Chicago, IL, May 2005

NON-PROFIT WORK EXPERIENCE

Help Services, Hometown, IL, November 2003 – March 2008

Rehabilitation Counselor, M.H.P.

- ❖ Facilitated group therapy and worked with mentally ill clients in diverse settings.
- ❖ Provided individual counseling and case management for over twenty-five clients daily.
- ❖ Completed daily progress notes, treatment plans, annual reviews, and termination/transfer summaries.
- ❖ Taught adult life skills and appropriate social behaviors to assist in job placement.

Salvation Army Homeless Shelter, Urbana, IL, September 2005 – March 2007

Volunteer Coordinator

- ❖ Recruited, interviewed, trained, and placed volunteers in local work settings.
- ❖ Created comprehensive manual of volunteer duties for shelter needs.
- ❖ Teamed with staff to create a daily food pantry/kitchen service open 365 days per year.

Customer Service Experience

Cracker Barrel Old Country Store, Matteson, IL, June 2001 – November 2003

Waitress/Server

- ❖ Served the general public with patience and efficiency on a daily basis.
- ❖ Learned the value of teamwork and self-reliance through group coordination.
- ❖ Acquired sharp conflict-resolution and communication skills through customer contact.
- ❖ Developed physical agility and the gift of total recall in remembering multiple orders.

VOLUNTEERISM

Salvation Army: 2004-2006

COMPUTER SKILLS

Microsoft Word, Office, and Excel