

Heather Smith

2461 Snyder Ave, # 3 Bremerton, Wa 98312, USA

Home Phone: 360-627-9253 Cell Phone: 360-813-2871 heatherm01279175@gmail.com

Objective

To secure an internship in the field of Chemical Dependency Counseling.

Accomplishments

- Mediation and problem solving skills.
- Competent using software including: Windows, Word, PowerPoint, E-mail, and the Internet.
- Demonstrated ability to meet the needs of patrons, dependable, hard working, reliable, and punctual.
- Use clear, concise communication skills in conjunction with organizational skills to perform daily duties.
- Work well as a team member or independently. Resourceful, energetic, competent, multi-task and results-oriented. Resourceful, energetic, competent, multi-task and results-oriented.
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Capabilities

- Provided receptionist and office support services to maintain quality customer service and timely response to requests.
- Maintained open lines of communication to identify and resolve problems quickly.

Employment History

Infinity House, Bremerton, Wa

2014 to Present

PROGRAM COORDINATOR

Performing interviews. Day to day operations. Communicated information clearly and accurately. Committed to the assistance and support of others while maintaining a cheerful and helpful attitude. Easily establish rapport with people of all ages, cultures, and beliefs. Skilled in handling the public with professionalism and sensitivity. Served as a mediator and negotiator providing dispute resolution. Specialized in drug/alcohol education, anger management, drop out prevention, future planning, and effective communication techniques. Provided outreach and crisis intervention. Assisted clients with accessing community resources. Made presentations to social service agencies and introduced programs. Worked with children and adults with developmental disabilities. Facilitated a group coping with depression using a cognitive behavioral approach. Assist tenants in an assisted-living building with activities of daily living: medication reminders, facilitating recreational activities, meal assistance, showers, vitals and laundry. Facilitated drug and alcohol awareness and prevention training.

Walmart, Poulsbo, WA

2013 to 2014

Sales Associate

Dealt tactfully and effectively with difficult customers. Communicated with customers daily. Communicated information clearly and accurately. Committed to the assistance and support of others while maintaining a cheerful and helpful attitude. Built rapport with customers through effective and precise communication. Assisted customers with inquiries and provided all pertinent information. Successfully assisted customers in merchandise selection. Quickly establish rapport with customers. Provided superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems. Possess effective communications skills, and work well with others at all levels. Handled customer inquiries and complaints. Proven excellent communication, interpersonal, and organizational skills. Presented a cheerful and helpful manner with customers and colleagues. Promoted customer satisfaction through clear, concise communication. Identified problems and directed clients to proper advisors. Operated cash registers and computer input applications. Solved customer problems and assured satisfaction. Consistently provided excellent, informed customer service and maintained strong reliable work ethic.

Scrubbles, Gig Harbor, WA 2012 to 2012

Housecleaner

Dealt tactfully and effectively with difficult customers. Prepared meals, performed housekeeping chores, such as, laundry and cleaning, supervised field trips, helped residents with personal problems.

Manpower, Bremerton, WA 2011 to 2011

Customer Service Rep

Dealt tactfully and effectively with difficult customers. Communicated with customers daily. Communicated information clearly and accurately. Committed to the assistance and support of others while maintaining a cheerful and helpful attitude. Built rapport with customers through effective and precise communication. Assisted customers with inquiries and provided all pertinent information. Researched accounts, answered questions, and worked with new customers. Assessed client needs and recommended appropriate products or modifications. Developed credibility and confidence with customers. Responded to inbound customer inquiries regarding claim procedures. Recognized for outstanding and timely follow-up on data input. Quickly establish rapport with customers. Provided superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems. Possess effective communications skills, and work well with others at all levels. Researched requests, checked availability, and, if necessary, recommended alternative products. Handled customer inquiries and complaints. Excellent public relations and customer contact ability. Demonstrated skill in providing excellent customer service. Handled large call volume while maintaining accuracy, efficiency, and a positive friendly attitude. Proven excellent communication, interpersonal, and organizational skills. Presented a cheerful and helpful manner with customers and colleagues.

Pro Mec Optical, San Diego, Ca 2001 to 2002

Receptionist

Coordinated workflow through various departments. Sorted and sent out mail. Acquired excellent communication and interpersonal skills with the public and coworkers. Analyzed and organized office procedures, such as bookkeeping and clerical services. Accustomed to fast-paced, high-pressured positions, demonstrated ability to prioritize multiple tasks, meet deadlines, and provide quality service. Answered inbound calls, assisted customers with account information, placed orders, set up service appointments, and assisted customers with technical support. Answered phones, greeted customers, and assisted clients with inquiries. Answered calls, entered data, faxed, typed, and made outbound follow-up calls. Worked with executive and senior level management. Compiled reports, such as cash receipts, customer-bill charges, and sales for accounting and management purposes, or supervised clerical workers preparing reports.

Cascadia - Bountiful Life Addiction Treatment Center, LLC, Bremerton, WA 2016 to 2016

Internship

Specialized in drug/alcohol education, anger management, drop out prevention, future planning, and effective communication techniques. Provided outreach and crisis intervention. Assisted clients with accessing community resources. Provided supportive counseling to clients and family. Facilitated a group coping with depression using a cognitive behavioral approach. Developed individual treatment plans for clients. Held daily individual, group, and crisis counseling sessions.

Education

Diploma, General Studies

Chula Vista Adult School, Chula Vista, Ca, GPA: 4.0

A.A., Chemical Dependency Counseling

2016

Olympic College, Bremerton, Wa, GPA: 3.02 - ATA Chemical Dependency Counseling

Certifications

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- CPR, Bremerton, Wa, 2015 - **Received my certificate in CPR**
- Gatekeeper, Bremerton, WA, 2015 - **Received my Gatekeeper certificate in suicide prevention.**

- AIDS Certificate, Bremerton, WA, 2016 - **Received my certificate in AIDS.**
- Chemical Dependency Professional Trainee Certification - Washington State Department of Health, 2016