

JANE S. JANES

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OBJECTIVE

To obtain a counseling position in a hospice or clinic setting

SKILLS

Individual and Group Counseling: Experience with older adult populations and gerontology issues. Includes grief counseling in family groups as well as one-on-one work with depression and anxiety, common among this population.

Collaboration: Work well in a team approach to solving client needs. Responsible with strong work ethic.

Communication Skills: Speak easily with family members and other staff. Strong writing skills, especially clear client notes and department reports. English and conversational Spanish.

Computer Knowledge: Microsoft Office (Word, Excel, PowerPoint), Oracle database and reporting tools.

COMMUNITY INVOLVEMENT

XYZ Hospice, San Jose CA. 200x - present

- Lead grief groups and counsel family members of the terminally ill.

Hispanic Club Silicon Valley, San Jose, CA 200x – present

- As Secretary, take and publish all notes and minutes.
- Maintain a database of members and send out regular mailings to encourage event participation

My Elementary School, San Jose, CA. 199x – 200x

- As President of the PTA, communicated with school board and teachers to maintain quality education.
- Volunteered in the classroom, working mostly with disadvantaged youth.

CORPORATE EXPERIENCE

ABC Medical Company, Santa Clara, CA 199x – 200x

Customer Service Representative and Manager

- Built long-term client relationships on the phone, contributing directly to customer satisfaction ratings over 90%.
- Managed team of 12 representatives. Trained new hired and mentored staff for their career growth.
- Quickly learned a new application based on Oracle, and generated weekly management reports on call status.
- Collaborated with physicians and nurses on staff to solve customer problems.
- Initiated a project to survey customer base to and provide feedback for new product development.

EDUCATION/PROFESSIONAL DEVELOPMENT

Master of Arts, Counseling Psychology, Santa Clara University 200x

Management Courses, University of California Santa Cruz Extension 199x-199x

- 2-Day Leadership Workshop, Managing Difficult People, Evaluations and Feedback

Bachelor of Arts, Communications, San Jose State University 199x

OTHER: Bilingual, English and Spanish
Active in local school board and volunteer for reading programs at the library
Member of American Counseling Association