

GWEN ROBINSON

ADVOCATE

Career Objective

Adaptable professional with 5.5+ years of experience and a proven knowledge of client and case assessment, classroom and case management, and classroom safety. Aiming to leverage my skills to successfully fill the Advocate or Case Manager role at your company.

Contact

✉ gwenrobinson72@gmail.com
☎ (404) 918-7956
📍 2743 Hawk Trce NE Marietta, GA, 30066

Education

KENNESAW STATE UNIVERSITY

Kennesaw, GA

*Bachelor of Science (B.S.) Public and Social Services
(Social Work) (Aug 1998)*

Additional Skills

Compassionate
Case Assessment
Problem-solving
Time Management

Experience

Jul 2019 - May 2022

LEAD TEACHER

Parker Chase Preschool Sprayberry, 30062, GA

- Facilitated developmentally appropriate daily activities for students.
- Created and maintained clean, safe and organized learning environment.
- Managed and met the physical care and emotional needs of each child daily.
- Documented student attendance and maintained achievement and progress records.
- Liaised with assistant teachers to manage and co-teach curriculum to large groups.
- Engaged parents or guardians by connecting via the school app or e-mail.
- Attended and participated in professional development activities and conferences to enhance skill and job knowledge.
- Implemented school's curriculum consistent with unique learning needs of students.
- Organized and used variety of teaching techniques, maximizing individual and group settings.
- Differentiated instruction using hands-on, active learning techniques.
- Evaluated student academic growth, recording and preparing progress reports for parents or guardians.
- Collaborated with peers to enhance work environment and support instructional planning.

Sep 2010 - Apr 2011

CUSTOMER SERVICE REPRESENTATIVE

Verizon Wireless, Alpharetta, GA, GA

- Addressed customers courteously using suitable methods and problem-solving skills.
- Complied with corporate and regulatory policies regarding information confidentiality and privacy.
- Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Provided account information to customers and explained bill service policies and customer rights.
- Maintained logs and documentation to detail key information regarding incoming and outgoing calls.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Remained open to feedback from supervisor and peers to build and improve skills set.
- Updated and maintained database with accurate customer information and timely data entry.
- Investigated and researched issues to determine root causes and appropriate resolution methods.
- Referred unresolved customer grievances to designated departments for further investigation.
- Processed customer adjustments to maintain financial accounts.
- Navigated multiple computer systems and applications and utilized search tools to find information.
- Made appropriate account corrections to resolve customer problems.

Aug 2009 - Sep 2010

SERVER

Applebee's, Atlanta, GA

- Cleaned and sanitized hands and surfaces to optimize food safety and comply with health department regulations.
- Memorized menu to help diners make informed meal choices.
- Greeted and accommodated guests, building positive experience from first interaction.
- Jotted down customer orders and promptly delivered food and drinks.
- Prioritized multiple tasks in dynamic environment and stayed calm and composed.
- Executed seamless front-of-house tasks, creating unforgettable dining moments resulting in customer loyalty.
- Created and maintained optimal communication chain, reducing guest dissatisfaction.
- Informed kitchen of special dietary needs or requests, delivering personalized meal options.
- Used restaurant industry terms and lingo to effectively communicate with front-of-house and back-of-house staff.
- Exercised focus and concentration to keep track of tables and remember orders.
- Delivered customer checks and securely processed credit card or cash payments.
- Checked in with guests throughout meal service, replenishing drinks and catering to additional requests.
- Set up linens, dishes, and silverware to prepare tables for customers.

- Listened to customer concerns and complaints and quickly rectified issues.

Jul 1998 - Apr 1999

ONGOING CHILD PROTECTIVE SERVICES CASE MANAGER

Gwinnett County Department of Family and Children Services, Lawrenceville, GA

- Liaised cross-functionally to develop comprehensive treatment support plans for clients.
- Participated in determination of organizational policies regarding such issues as participant eligibility, program requirements and program benefits.
- Consulted with agency staff and other community programs on program-related federal, state and county regulations and policies.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Provided, found, and arranged for support services, such as child care, homemaker service, prenatal care, substance abuse treatment, job training, counseling, and parenting classes to prevent more serious problems from developing.
- Referred clients to community resources for services, such as job placement, debt counseling, legal aid, housing, medical treatment, and financial assistance and provided concrete information, such as where to go and how to apply.
- Consulted with parents, teachers and other school personnel to determine causes of problems, such as truancy and misbehavior and to implement solutions.
- Interviewed clients individually, in families, or in groups, assessing situations, capabilities and problems to determine services required to meet needs.
- Reared problems, interviewing child and family to determine whether further action was required.
- Liaised between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors and other contacts to help children facing disabilities, abuse, and poverty.
- Developed and reviewed service plans in consultation with clients and performed follow-ups assessing quantity and quality of services provided and client go
- Addressed legal issues, such as child abuse and discipline, assisting with hearings and providing testimony to inform custody arrangements.
- Maintained case history records and prepared reports.
- Counseled individuals, groups, families, or communities about mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care.
- Placed children in foster or adoptive homes, institutions, or medical treatment centers.

References

References available upon request