

Cassie Maxwell

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Summary of Qualifications

- Two years working with women and children in trauma specific substance abuse treatment
- Three years working in food service
- Worked as Assistant to Development Director at a Non-Profit
- Five years experience in Customer Service/ One year in Customer Service Management
- Clerical/Admin work for three years at various positions
- Extensive experience working with people from diverse cultures and backgrounds

Experience

Counseling

- Taught trauma specific recovery skills to women with a variety of mental health diagnosis
- Worked with children with behavioral difficulties
- Provided crises intervention
- Dispensed medication to clients
- Transported and supervised clients at appointments and visits with family
- Facilitated recovery group therapy / Supervised client activities

Clerical/Customer Service

- Managed multiple phone lines/ took messages for agency's employees
- Scheduled appointments for clientele
- Managed shipping and receiving products
- Logged all pertinent activities
- Recorded and stocked inventory
- Handled customer service requests and complaints through phone and e-mails

Work History

Dog Groomer	Beauty and the Beasts Pet Grooming	2012-2013
Counselor	Marin Services for Women	2008-2010
Admin/Development Assistant	Marin Services for Women	2009-2010
Barista	Starbucks	2006-2008
Fitness Instructor	Curves	2004-2005
Customer Service Manager	Something Old/Something New	2002-2004

Education

General Ed and Psychology	College of Marin	2007 and 2011
Sociology and Psychology	City College San Francisco	2004 and 2008
Biblical Studies	Toronto Airport School of Ministry	2003