

**Jacquinn D. Scales**  
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**Objective:** Acquire a position that will allow me to contribute my skills and experience to support day-to-day operations and growth of an agency.

**Summary Qualifications:**

- Proficiently trained in harm reduction and peer based counseling
- Capable of accurately typing 35-45 WPM; MS Word, Excel, PowerPoint
- Basic Office Skills: Phone reception, filing, copying, faxing, data entry, etc.
- Ability to maintain confidentiality regarding client information
- Excellent verbal/written communication skills. Can facilitate groups/meetings
- Knowledge of social service resources and agencies in the community
- Outstanding customer service skills. Friendly, personable, and outgoing manner

**Employment Experience**

12/2013-9/2014

**Desk Clerk**

Community Housing Partnership San Francisco, CA

- Answered phones in a professional and helpful manner, took messages and transferred calls as needed using switchboard.
- Ensured security of hotel by utilizing video surveillance and conducting hourly rounds to monitor all entrances, common areas and building perimeter.
- Logged all visitors in and out of the hotel and enforced the San Francisco Uniform Hotel Visitor policy.
- Received, sorted, secured, and distributed mail to tenants and staff.

8/2008-12/2013

**Administrative Assistant/Resource Developer**

City College San Francisco, CA

- Conducted intakes of new clients and assisted young adults with special needs in locating community-based resources such as mental health clinics, homeless prevention services, substance abuse treatment and employment resources.
- Performed basic front desk office tasks such as keyboarding, data entry, copying, filing, faxing. Managed client files and updated information via Microsoft Excel

12/2008-8/2008

**Case Manager (paid intern)**

McCullum Youth Court Oakland, CA

- Met with youth from the juvenile justice and foster care systems on a weekly basis to address behavior issues such as substance abuse, anger management and also developed intervention and care plans to rectify anti-social behaviors.
- Facilitated drug/alcohol and trauma/abuse recovery groups with youth in which I led discussions about traumatic experiences in their lives and helped them develop pathways to healing. Reported back to supervisor on client progress

**Education**

City College of San Francisco

A.S. Social & Behavioral Science

RAMS/San Francisco State University

Peer Specialist Mental Health Certificate