

# Connie J. Bustillo

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Dedicated, hard-working, bilingual employee seeking a position that will allow me to outreach to the community or youth and provide crisis intervention and/or support services.

## RELEVANT EXPERIENCE

### The Good Shepherd Fund, *Administrative Assistant*

4/2015-4/2016

- Provide administrative assistance to Office
- Answer and direct all incoming calls, answered questions and fulfilled requests
- Financial Administration and Consultation for Special Needs Trust Funds
- Offered telephone-based counseling to special need clients
- Coordinated and fulfilled special projects as requested by the CEO and COO.
- Order office supplies and food and beverages for office

### City of San Jose Youth Recreational Leader, *Youth Intervention Specialist*

5/2015 – 11/2015

- Lead, coordinate and supervise the Late Night Gym program/Gang Intervention program for Youth ages 14-25
- Create monthly food, activities and guest speaker calendar for Program
- Provide resource referrals and support as needed

### Bill Wilson Center, *Youth Board Member*

2/2015 – Present

- Attend monthly board meetings and collaborate with other board members in improving Bill Wilson Center Services
- Provide feedback from a former beneficiary and Bill Wilson Center Youth Perspective
- Network with other community partners to improve Bill Wilson Center's Mission and Services

### Neighborhood Housing Services of Silicon Valley, *Community Outreach Specialist*

9/2014 – 4/2015

- Event planning, managing volunteers and Community Outreach to over 200 Community organizations for the 6<sup>th</sup> Annual Neighborhood Development Training Conference in October 2014.
- Assistant Advisor in the Poco Way Apartments Revitalization Initiative Project
- Data Analysis and entry using Microsoft Word, Excel and PowerPoint

### Public Allies, *Social Justice and Leadership Program Intern*

7/2014 – 4/2015

- Two weeks of core training in Leadership, Social Justice, non-profit organization structures and civic participation, followed by weekly Friday trainings on related subjects and skill sets
- Participation in Community Service days and Conferences

### Capitol Club San Jose, *Banquet Server*

9/2013 – 6/2014

- Responsible for setup and breakdown of décor for business and personal banquet events
- Provide quality customer service when distributing food for buffets or 4 course meals

### NFP/ Thoits Insurance, *Administrative Assistant*

1/2013 – 4/2014

- Provide administrative assistance to Office Services team
- Answer and direct all incoming calls on a multi-line switchboard
- Greet clients, carrier representative, and vendors with great customer service
- Complete special projects as requested by team or management
- Order office supplies and food and beverages

### Independent Living Program, *Youth Center Developer*

3/2011 – 8/2011

- Mentored youth in crisis by providing therapy, tutoring, supervision, group outings
- Attended Board Meetings in regards to foster care in Santa Clara County
- Created monthly/weekly flyers about upcoming events or general information for youth and others

**OTHER EXPERIENCE**

Bill Wilson Center, *Telephone Counselor Volunteer*

2/2013 – 5/2013

- Completed Crisis Intervention Training
- Provide counseling and resources to callers with mental health illness and other difficulties

Green Pastures Home, *Volunteer*

9/2009

- Created youth-friendly environment by painting bedrooms, make and serving meals and supervised youth

**EDUCATION**

San Jose City College, Associates Degree in Social and Behavioral Sciences

In Progress