

# REALLY GREAT STUDENT

MSW or BSW Foundation Year

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## FIELD EDUCATION OBJECTIVE

I am interested in a field placement where my drive to help people of all ages and backgrounds will be effectively utilized. While I have found my niche in working with children throughout my life, I also have a huge heart and a polarity toward the elderly. My ultimate goal would be to help those suffering from addiction and those affected by sex trafficking. Knowing just how broad the field of social work is, I know that my hard work and determination will shine through any task that is placed before me.

## HIGHLIGHTS

- Bilingual in both English and Spanish.
- Fast learner who works great in a team or taking the lead.
- Detail oriented hard worker who is used to responding to constructive criticism for improvement.
- Able to work under stressful situations while maintaining excellent interpersonal skills.
- Able to balance prioritize multiple responsibilities in a timely manner.
- Proficient in Microsoft Word, PowerPoint, Excel, Internet research and general computer tasks.

## WORK AND VOLUNTEER EXPERIENCE

LOCAL BANK – Reno, NV June 2013 – Present

*Phone Banker I*

- Assist customers calling with financial concerns and banking needs.
- Work efficiently under stressful situations and deescalate conflict by using empathy.
- Understand the customer's situation through effective listening in order to assess a resolution.
- Refer banking products and financial advice referrals that would prove beneficial.
- Document each phone call for corporate data collection, statistical reporting and individual progress.

AFTER SCHOOL PROGRAM FOR CHILDREN – Reno, NV November 2013 – April 2013

*Club Volunteer*

- Provide program assistance for club members to ensure the smooth running of club activities.
- Provide assistance for Spanish-speaking clients.

ELECTRONICS STORE – Reno, NV August 2009 – October 2013

*Sales Associate*

- Greet customers, assess their needs, and provide referrals for electronics and accessories.
- Reply to questions, offer warranties, and exceed customer expectations.
- Stock, clean, merchandise, reorganize, and other duties as assigned.
- Provide customer service for any Spanish-speaking clients.
- Served as an assistant manager for 6 months; responsible for training associates and delegating tasks.

FAST FOOD RESTURANT – Reno, NV October 2011 – October 2012

*Dry Food Preparer*

- Prepare boxes of supplemental food rations while adhering to government rules and regulations.
- Changing techniques and utilizing different methods of packing according to shifting regulations.
- Work effectively within a team and on an individual basis.
- Assist in carrying food supply back to client's mode of transportation.

## EDUCATION

UNIVERSITY OF NEVADA, RENO – Reno, NV

August 2010 – Present

*Bachelor of Social Work in progress*