

# JANE SMITH

Baltimore, MD 21201

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## HUMAN SERVICES PROFESSIONAL

*Human Services Administration graduate with 16+ years' experience in healthcare settings. Demonstrated skill in providing staff supervision and direct service to juveniles in high stress, complex situations, including emergency room and critical care.*

### **SKILLS & ACCOMPLISHMENTS:**

- Demonstrated ability to prioritize and carry out stressful tasks under high pressure and tight deadlines
- Experience interviewing clients, recommending actions and evaluating progress
- Work independently with minimal supervision in high stress situations
- Demonstrated ability to problem solve creatively and with authority
- Ability to adapt to different situations at a moment's notice
- Managed payroll for 150 employees over a five-year period
- Proficiency in Microsoft Outlook, Word, Excel, Power Point

### **EDUCATION**

*Bachelor of Arts, Human Services Administration,* May 20XX  
University of Baltimore, Baltimore, MD

*Associate of Arts, Allied Human Services,* May 20XX  
Baltimore City Community College, Baltimore, MD

*Certificate Allied Human Services,* May 20XX  
Baltimore City Community College, Baltimore, MD

### **CERTIFICATIONS**

Allied Human Services May 20XX  
Patient Care Technician December 20XX  
Certified Nursing Assistance January 20XX

### **INTERNSHIP EXPERIENCE**

#### *Intern*

Department of Juvenile Services, State of Maryland, Baltimore, MD May 20XX- August 20XX

- Assisted an Advanced Social Worker with assessing the individual needs and intake of referred youth, including conducting a behavioral and mental health evaluation
- Provided administrative support to community after-school programs for referred youth.

### **PROFESSIONAL EXPERIENCE**

*Clerical Coordinator II* April 20XX-20XX  
St. Agnes Healthcare, Baltimore, MD

*Emergency Room Technician* August 20XX-April 20XX  
Greater Baltimore Medical Center, Towson, MD