

RESUME SAMPLE – COMBINATION

JOHN ANDREWS

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Austin, TX 78704

(512) 555-3465
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CAPABILITIES

- Over twelve years of customer service experience in a various settings
- Experience working with diverse populations, including proficient knowledge of conversational Spanish, both verbal and written
- Proficient knowledge of computers including Mac and PC platforms
- Strong communication skills, including public speaking, written, and interpersonal communication
- Proven team player and excellent leadership skills

EDUCATION

The University of Texas at Austin
Master of Science in Social Work Anticipated 5/05
Concentration: Clinical Social Work

The University of Texas at Austin 5/03
Bachelor of Arts in Psychology

EXPERIENCE HIGHLIGHTS

Workers Assistance Program, Austin, Texas
MSSW Intern 1/05-present

- Counseled individuals, couples and adolescents using brief therapy in an Employee Assistance Program setting
- Case-managed procedural referrals and alcohol/drug cases
- Responsible for counseling clients upon intake

Salvation Army, Austin, Texas
MSSW Intern 9/03-5/04

- Performed intake casework, case-managed clients, assisted with employment program (homeless population)
- Collected research baseline data, published outcome effectiveness assessment report
- Facilitated a Life Skills group for halfway house clients

Motorola, Austin, Texas
Principal Staff Member 8/00-7/03

- Interfaced with customers to solve problems and support applications
- Worked as a team, supervised over 30 employees

COMMUNITY SERVICE

Texas Department of Protective and Regulatory Services -Runaway Hot Line 9/00-present
Johnston High School, Tutor 10/01-5/02
Alternative Learning Center, Tutor 9/00 - 9/01
Christmas Bureau, Volunteer 00-01

AFFILIATIONS, CERTIFICATIONS AND HONORS

- Certified Cognitive Behavioral Therapist (CCBT)
- Member - National Association of Social Workers
- Chosen "Volunteer of the Year", Texas Department of Protective and Regulatory Services