## Administration Assistant



# Rebecca Taylor

Black Mountain, NC 28711



# Job Preferences:

Desired job title:

Desired occupation:

Employment type:

Career status:

Available to start:

Administration Assistant

Administrative

Full time

Active job seeker

08/2021



## **Education**:

New River Community And Technical College

Associate of Applied Science in Early Childhood Education, Bachelor

Bluefield State College

BBA in General Studies; Minor in Psychology, Bachelor



# Work Experience:

03/2020 - 10/2020

## Child Protection Social Worker

Department of Health and Human Resources

Family improvement plans Client advocacy Dedicated support Community referrals Evaluation and assessment Culturally-sensitive

Supervised visits between children and parents at various sites by seing up age-appropriate activities and maintaining safety of all participants. Addressed legal issues, assisting with hearings and providing testimony to inform custody arrangements Answered and investigated reports of abuse or neglect. Updated documents and maintained permanent records. Conducted home visits, completed inspections and interviewed family members and witnesses. Maintained legal documents for court proceedings and submied testimony. Developed and implemented family improvement plans. Referred family members to outside support options to assist with coping during times of increased stress. Met with clients to determine necessary services and make treatment recommendations. Interviewed clients to assess situations, capabilities and problems. Entered client data in centralized

database and maintained up-to-date case records for all clients. Coordinated all activities involving birth parents in conjunction with in-home support counselors. Explained available housing, domestic violence, employment, education and substance abuse treatment resources to clients.

Conferred with clients to discuss options and goals for various services. Coordinated between various entities to manage cases. Informed victims about legal processes and timelines. Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations. Identified appropriate community resources and provided referrals for services.

08/2010 - 12/2018

#### Adult Education Instructor

RESA 4 Education

approaches. Managed training calendar and schedules for over 10 students and Various courses. Conducted training classes and demonstrated principles, techniques, procedures and First Aide methods. Instructed students of various backgrounds and learning styles by employing variety of instructional resources. Integrated academic and vocational curricula to help students learn variety of skills. Aended workshops on learning goals, classroom management, student motivation and engaging learning activities. Taught concepts found on standardized tests and built necessary support skills to help students perform well. Helped students succeed through coaching, mentoring and positive reinforcement. Provided small group and classroom instruction to 15 students. Clearly communicated objectives for all lessons, units and projects to students. Conducted small group and individual classroom activities with students based on differentiated learning needs. Determined training needs of each student through academic assessments. Helped students cultivate life and social skills like using public transportation, appropriate emotional expression and communicating with co-workers and employers. Mentored and tutored individual students struggling to understand lecture objectives. Integrated technology such as SMART Boards into classroom as instructional tools. Developed advanced job placement training focused on career advancement, career changes, and professional development. Coached program participants on advanced job searching and resume and cover leer writing. Incorporated diverse technologies to help students feel engaged in material. Built relationships with students of all cultural, social and economic backgrounds. Instructed more than 100 students each year. Tracked individual student progress and adjusted teaching methods to improve understanding of material. Performed skills evaluations to uncover students' areas of interest and competencies.

04/2017 - 04/2018

### Financial Advisor

New River Community And Technical College

01/2012 - 01/2017

### Student Services Representative

New River Community And Technical College

Helped students build useful skills such as writing proficiency and reading comprehension. Completed documentation and maintained files.

Conducted due diligence and valuation activities to support informed business decisions. Coordinated with local organizations to provide specialized support to diverse populations with unique needs. Cultivated and expanded financial planning relationships with customers through loyal and dedicated service.

Scheduled staff or speakers and coordinated facilities to plan logistics for program lectures. Evaluated and supervised educators to assess performance and offer support. Worked closely with team members to deliver project requirements, develop solutions and meet deadlines. Created agendas and communication materials for team meetings. Improved operations by working with team members and customers to find workable solutions. Provided excellent service and aention to customers when face-to-face or through phone

conversations. Improved customer satisfaction by finding creative solutions to problems. Recognized by management for providing exceptional customer service. Demonstrated self-reliance by meeting and exceeding workflow needs. Answered 50 calls per 1 hour to answer customer questions.

Language Skills:	
n/a:	English
★ Skills:	
n/a:	Microsoft Office, DATABASE, good communication skills, methodical approach, goal-oriented, leadership capabilities