

Sonia Servicio

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SUMMARY OF QUALIFICATIONS

- 8+ years providing quality service to clients, customers and the broader community
- Clinically evaluate for substance use disorders and treatment needs
- Develop treatment plans; facilitate referrals to meet needs
- Demonstrate case management skills
- Proven counseling skills with individuals, groups, and families
- Provide culturally relevant education related to substance abuse
- Bilingual: Spanish and English

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Associate Degree: Human Services

May 2024

- Relevant Courses: Introduction to Human Services, Understanding Substance Abuse, Intro to Sociology, Abnormal Psychology, Introduction to Counseling, Advanced Counseling Theory

EXPERIENCE

Substance Abuse Counselor Intern

November 2023 – Present

Workforce Healthcare Career Center, Green Bay, WI

- Develop client treatment plans based on research, clinical experience, and client histories
- Conduct chemical dependency program orientation sessions
- Participate in case conferences and/or staff meetings
- Coordinate counseling efforts with mental health professionals or other health care team
- Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans
- Interview clients, review records, and confer with other professionals to evaluate individuals' mental and physical condition to determine their suitability for participation in program

Human Resources Assistant

November 2022 – November 2023

Scott & White Healthcare, Green Bay, WI

- Participated in developing department goals, objectives, and systems
- Monitored performance evaluation program and revised as necessary
- Assisted in the evaluation of reports, decisions and results of the HR department in relation to established goals
- Compiled reports from the Human Resource Information System records database
- Maintained compliance with federal and state regulations concerning employment

Customer Service Associate

February 2021 – November 2022

United Health Care, Green Bay, WI

- Provided services to customers by phone or in person to provide information about insurance policies and concerns
- Resolved customer concerns and kept records of customer interactions recording details of inquiries and actions taken
- Referred unresolved customer grievances to appropriate department for further investigation
- Solicited sales of new and additional services and products
- Completed required paperwork, contract forms, and maintained customer confidentiality