

Alex Advocate

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SUMMARY OF QUALIFICATIONS

- Over eight years of experience 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 accurate record-keeping and case management
- Proven counseling skills with individuals, groups and families, maintain appropriate confidentiality
- Provide culturally relevant education related to substance abuse
- Bi-lingual professional speaking both Spanish and English

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Associate Degree, Substance Use Disorder Counseling

Expected Graduation: May 2023

Related Coursework: Introduction to Counseling, Understanding Substance Abuse, Emotional Intelligence, Introduction to the Substance Abuse Profession, Group Facilitation, Boundaries and Ethics

EXPERIENCE

Substance Abuse Counselor Intern

January 2020 – Present

Organization Name, 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 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

Customer Service Associate

February 2014 – January 2020

United Health Care, Green Bay, WI

- Provide services to customers by phone or in person to provide information about insurance policies and concerns
- Resolve customer concerns and keep records of customer interactions recording details of inquiries and actions taken
- Refer unresolved customer grievances to appropriate department for further investigation
- Solicit sales of new and additional services, products
- Complete required paperwork, contract forms and maintain customer confidentiality

COMMUNITY INVOLVEMENT/VOLUNTEERING

- Volunteer, Feeding America

April 2020 – Present