

- Taught individuals in community how to back up their data, clean their computers, and prevent data loss
- Diagnosed and repaired common problems such as loss due to data outages
- Restored computers to factory reinstall state and installed security software
- Supported Mac and Windows platforms

Convergys Hazelwood, MO 2001 - 2009

Customer Service Representative II

- Patiently coached customers and coworkers to overcome numerous software problems and thus ensure Internet connectivity
- Directed co-workers and customers through phone calls, focus groups and live chat to hasten technical problem resolution
- Assuaged customer concerns on complaint calls to minimize supervisors' burdens

StreamSearch.com Clayton, MO 1999 - 2000

Link Verifier

- Efficiently added multimedia links to company database to deliver premium website content in a team setting
- Annotated links with succinct description to increase user interest in site content

Brookstone Company Frontenac, MO 1988 - 1999

Customer Service Representative II

- Skillfully addressed questions and described features/benefits of specialty products in an upscale mall
- Efficiently handled returns and sales transactions to guarantee customer satisfaction
- Meticulously processed incoming and outgoing stock shipments and organized stockroom for maximum efficiency

Barnes Jewish Hospital St. Louis, MO 1995 - 1997

Lay Chaplain

- Assisted staff by supporting patients and families during overnight shifts.
- Provided emotional and spiritual support during trauma incidents in the ER
- Served in a trans-disciplinary capacity to facilitate quick recovery and discharge outcomes
- Liaison between patients and their clergy for a continuum of spiritual care

Division of Family Services St. Louis, MO 1992 - 1993

Social Service Worker II

- Assessed and treated child abuse and neglect to ensure children's safety
- Employed case management to provide clients with food, psychiatric treatment, and other resources
- Coached parents on alternatives to violent punishment and how to comply with court orders
- Meticulously completed relevant documentation and paperwork to ensure agency and client compliance with court judgements

Volunteer Experience

Congregation Bonai Shalom Boulder, CO 2012 - 2018

Bais Abraham Congregation St. Louis, MO 2009 - 2012

Volunteer

- Arranged sacred objects and books for efficient use by congregants and prayer leaders
- Assisted in setting up, running, and cleaning up after events to reduce funds paid to janitorial staff
- Aided office staff and clergy to ensure that services and events ran smoothly and efficiently

BJC Hospice St. Louis, MO 2007 - 2009

Hospice Volunteer

- Provided emotional support to hospice patients in their homes, providing comfort as illness progressed
- Visited patients in skilled nursing facilities allowing respite time to families
- Transported patients to long term care facilities ensuring safe and dignified arrivals

Education

Washington University
Master of Social Work
Concentration: Children and Youth Services
Specialization: Family Therapy

St. Louis, MO

University of Missouri
Bachelor of Arts in Judaic Studies

Kansas City, MO

Additional Education

Udemy.com
Master Life Coach Certification

Albany, NY

Udemy.com
Web Development and Wordpress Certifications

Lafayette, CO

TechSkills and St. Louis Community College
Comptia Network+ and A+

St. Louis, MO

St. Louis Cluster Accredited Clinical Pastoral Education, Inc.
Four Units of Accredited Clinical Pastoral Education and 1600 hours of training

St. Louis, MO

Professional Affiliations

Member of the Association of People Supporting Employment First since 2020