

DAVID MITCHELL JACOBS SCHWARTZ

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SOCIAL WORKER AND TECHNICAL SUPPORT PROFESSIONAL

Social Work Objective: Apply existing skills in the capacity of mentor, life coach, or career counselor in support of the underserved autistic population of which I am a member. Remote work is of special interest.

Technical Objective: Transition from hardware to software support by learning front-end web development, UI/UX, software quality assurance as necessary, and proprietary software.

Social Work Skills

- Advocacy
- Mentoring
- Resource Acquisition
- Career Inventories
- Life Skills Coaching
- Teaching job search skills while encouraging others' self-advocacy
- Probing Questions
- Transdisciplinary team experience
- Active and Patient Listening
- Interviewing and Assessment
- Case Management

Helpdesk and Software Support Technician

- Creative problem solver
 - Printer and Scanner installation
 - CentOS Linux 8 familiarity
 - Taught clients computer maintenance
 - Intuitive and tenacious troubleshooting abilities
 - MacOS 9.x to Present
 - Familiarity with Windows 10
 - Patient with clients in repairing problems
 - Able to diagnose some problems via phone calls
 - Technical proficiency with hardware and software
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Professional Experience

Ariel Clinical Services	Wheat Ridge, CO	2015 - 2016
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Supportive Living Services Mentor

- Coached clients with life skills, including locating and acquiring housing
- Meticulously monitored clients' behavior to ensure agency standards
- Trained in first aid to preserve clients' safety

IBM	Boulder, CO	2014 - 2015
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Security and Risk ID Administrator

- Ensured Secure ID Administration by adding and deleting users, resetting passwords, modifying role permissions to maintain company and partner security requirements

Professional Home Health Care	Boulder, CO	2014
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Personal Care Provider

- Cooked and performed housekeeping for home-bound individuals to retain their independent living status
- Shopped for groceries, retrieved prescriptions, and performed other errands for immobile clients
- Provided essential companionship to prevent loneliness

Uplifting Guitar, LLC	<i>Owner</i>	St. Louis, MO and Boulder, CO	2011 - 2013
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Nayday Enterprises, LLC *Co-owner*

- Patiently taught guitar lessons to beginning students in home-based business
- Sold uplifting digital art online and at regional events to brighten home décor and enrich lives
- Negotiated vendor contracts to obtain raw goods, professional services, and transportation
- Interviewed and trained potential employees and volunteers to ensure adequate event security

Self-Employed Technical Support Consultant	St. Louis, MO	2002 - 2008
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- 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

Stock Room Manager And Retail Associate

- 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

BJC 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