

# Service Counselor

# ROBERT SMITH

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## Objective

To establish a long term relationship with a company that may provide opportunities for advancement. Employment Counselors help their clients make informed career decisions.

## Skills

Clinical Mental Health Counseling, Critical Thinking.

## Work Experience

### Service Counselor

**ABC Corporation** - August 2013 - March 2016

- Assigned the clients IPP (Individual Personal Plan) goals and ensure that services.
- Provided to the client are directly related to those goals.
- Responsible to advise the supervisor of IPP to which has been invited.
- Responsible for updating and informing the Supervisor and Service Coordinator of any changes.
- Responsible for attendance at all staff meetings and other designated training.
- Responsible for maintaining current CPR and First Aid Certifications in accordance with Region Center policy.
- Advised supervisor of IPP to which he/she has been invited, and to bring all appropriate materials.

### Service Counselor

**Delta Corporation** - 2010 - 2013

- Providing customer support for policyholders.
- Billing, data entry, retrieving and sending insurance documents) Explaining, modifying, and selling insurance coverage to policyholders.
- Problem solving and counseling for a wide variety of customer concerns and issues.
- Received and processed requests for emergency road service by AAA members.
- Handled emergency situations, member complaints, and communicated with law enforcement as well as dispatched calls via fixed site, landline and radio.
- Heavy telephone communication with various agencies providing service to members as well as shift coordinators and supervisors within AAA.
- Answering emergency roadside calls for AAA members.

## Education

Bachelor of Science in Health Management - January 2013(University of Phoenix)