

Michael (Mikie) Long

Clemson University Senior

Address Pendleton, SC, 29670

Phone (864) 437-0299

E-mail shortmcl@gmail.com

LinkedIn <https://www.linkedin.com/in/mikie-long/>

WWW <https://poshmark.com/closet/outfitarchive>

WWW <https://meritpages.com/mikiel>

Dedicated and hardworking Clemson University senior well-versed at liaising with clients to foster access to community resources, treatment and assistance programs. Strong background in supporting client treatment plans and eager to contribute to team success as a social case worker. Compassionate and driven with unfailing work ethic and passion for helping others. Skilled in psychology, human resource management, communication, documentation, organization, and computer applications.

My Skills

Crisis Intervention and Management

Referrals and Networking

Compassionate, Empathetic, and Responsible

Confidential Case and Information Documentation

DSM-IV Knowledge

Data Collection and Management

Medicare and Medicaid Applications

Social Services

Relationship-building Rapport and Skills

Cultural Competence and Awareness

Client Scheduling and Service Referrals

Documentation Management and Requirements

Group Therapy Facilitation

Critical Thinking and Analytical Skills

Microsoft Office

Self-motivated and Hardworking Professional

Planning and Coordination

Leadership and Teamwork

Customer Service

Flexible and Adaptable

Computer Skills and Online Platforms

Regulations and Policies



Interpersonal and Written Communication

Active Listening

Interviewing and Intaking

Organization and Time Management

Application and Intake Assessments

Progress Reporting

Compassionate communication

Multitasking Abilities

Collaboration



Work History

2018-12 - **Online Clothing Seller**

Current
Myself, Pendleton, SC

- Completed up to 10 sales and shipments every week.
- Developed successful online sales operations from scratch by establishing and following strategic vision, mission and operational plans.
- Uploaded digital media to online storefront, auction sites or other shopping Websites for advertising purposes.
- Tracked inventory, reviewed retail trends, organized clothing items, and edited photos with SPS Commerce analysis, Microsoft Word, Microsoft Excel, and Adobe Lightroom software and spreadsheets in order to make timely and proactive business decisions.
- Corresponded with online customers to address questions or complaints about products, policies or shipping methods.
- Managed all facets of business operations, including financial tracking, inventory coordination and social media marketing.
- Generated more than \$300 in monthly sales with successful marketing, sales and customer relations approaches.
- Exceeded goals through effective task prioritization and great work ethic.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Saved over \$100 every month by implementing cost-saving initiatives that addressed long-standing problems.
- Taking time taking detailed photographs of and edit clothing and home decoration items to sell on websites.
- Post photographs and typed captions on websites 3-10 times per day.
- Poshmark Ambassador on Poshmark.
- Five star reviews and high quality seller on every website I sell on.
- Hardworking, dedicated, and determined.
- I enjoy what I do on the side so much!

2017-05 - **Waitress**

2020-10
Cracker Barrel Old Country Store Inc, Anderson, SC

- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning

numerous recommendations from satisfied customers.

- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Displayed enthusiasm and promoted positive customer service to customers, successfully increasing referrals and walk-in business.
- Decreased customer wait times by enlisting coworkers assistance for multi-order delivery to avoid spilling or dropping food.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Went above and beyond job title to train new employees, being a leader and contributing to teamwork.
- Checked with guests to receive feedback on their food, to resolve issues, and bring additional items or refill their beverages.
- Upsold customers and optimized table-turns to outperform average sales by 27%.
- Worked in high-stress and fast paced environment.
- Bussed and reset over 100 tables per shift, working efficiently to keep dining room and work areas clean.
- Inspected dishes and utensils for cleanliness, sending back to be washed again when necessary.
- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Stayed up-to-date on menu changes to offer current and accurate information and help customers select optimal meal choices based on individual preferences.

2020-04 - **Mental Health Therapist Intern**

2020-09 Yadira Baez-Lockard, Psy.D, LLC , Piedmont , SC

- Involved clients' family members in planning social service programs.
- Observed and monitored client behavior and responses to treatment.
- Offered and documented treatment consent forms in patient health records.
- Ran individual therapy and family therapy sessions for children ages 4 to 15.
- Directed family-centered, strengths-based, culturally competent and individualized intakes and assessments.
- Consulted with other staff members regarding treatment plans as deemed appropriate by team leader.
- Produced high-quality documents, spreadsheets, and presentations for internal and customer-facing needs using MS Office suite.
- Delivered clerical support by efficiently handling wide range routine and special requirements.
- Answered incoming telephone calls, wrote down messages, provided client's with information, and took on insurance duties.
- Sorted and organized materials such as physical files, tracking spreadsheets, and reports.
- Worked on developing several skills with my therapist supervisor to offer psychological care to patients by performing research and taking intake assessments.
- Interviewed, observed, and surveyed patients to gain necessary information for psychological diseases.
- Used therapeutic communication techniques such as active listening and being accepting to build rapport and guide discussion with patients.
- Cultivated and maintained relationships in culturally-diverse communities.
- Conducted patient observations by monitoring behavior and documented physical health, family history and medications in mental health assessment reports.
- Studied and applied therapeutic practices from professional reports and literature alone with therapies focused on patient needs.

- Encouraged patients to discuss experiences in group and individual settings.
- Developed goal-oriented psychoeducational and activity therapy groups to improve clients' level of functioning.

2016-02 - **Food Service Cashier and Waitress**

2017-12
McAlister's Deli, Clemson, SC

- Interacted with over 80 customers per day.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Directed activities of skilled kitchen workers preparing and serving meals and beverages.
- Monitored food preparation, production and plating for quality control.
- Greeted customers with a smile and positive attitude, as I was the first person to come into contact with.
- Disciplined and motivated staff to achieve challenging objectives in a fast-paced environment.
- Delivered in-depth training to new workers in food preparation, money handling, cleaning roles, and customer-facing roles to promote strong team performance and facilitate restaurant operations.
- Resolved challenging customers complaints promptly to full satisfaction, promoting brand loyalty and maximizing repeated business.
- Delivered entrees and beverages to customers and made sure each guest received correct menu items.
- Handled money, cash, and coins with cash register.
- Promoted positive customer experiences through friendly conversation and fast service.
- Clean, sanitized, restocked food items, condiments and napkins to keep restaurant clean and well-supplied.

2015-03 - **Hostess**

2017-01
Tucker's Restaurant, Anderson, SC

- Supported servers, food runners and bussers with keeping dining area ready for every guest.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Answered customer questions about hours, seating, menu, drinks, to-go orders and reservation information.
- Used written and computer software to keep track of customer seating.
- Routinely supported other areas of restaurant as requested, including answering telephone calls and completing financial transactions for other staff members or managers.
- Monitored front entrance for new guests while assisting servers by taking and delivering drink orders.
- Greeted customers with a smile and positive attitude as customers walked in.
- Coordinated over 30 events throughout restaurant's banquet spaces, including brunch, weddings, reunions and corporate meetings.
- Maintained cleanliness of front of house, doors, floors and hostess stand.
- Worked with other employees to move tables and adjust seating to accommodate groups with special guests.



Education

2021-03 - **Bachelor of Arts: Psychology**

Current
Clemson University - Clemson, SC

- Professional development completed in Psychology
- Dean's List Fall 2019 and Spring 2020 semesters

- President's List Fall 2020 semester
- Coursework in Psychology and Human Resource Management
- Member of the Clemson Psychology Club
- Received LIFE Scholarship, SC Need-Based Grant, and Federal Pell Grant
- Will graduate with a 3.53 GPA
- Majoring in Psychology with an emphasize on Mental Health Counseling
- Minorng in Human Resource Management
- Research journal article conducted on the effects of the COVID-19 virus on Clemson University students in Fall 2020 semester
- Research journal article conducted on Bipolar Spectrum Disorder in Children and Adolescents

2018-08 - **Associate of Arts: Psychology**

2019-05 Tri-County Technical College - Pendleton, SC

- Dean's List Fall 2018 semester
- President's List Spring 2018 semester and Fall and Spring 2019 semesters
- Coursework in general education, psychology, and human resources
- Majored in Psychology
- Received LIFE Scholarship, SC Need-Based Grant, and Federal Pell Grant
- Graduated with 3.9 GPA
- Continuing education in Psychology

2014-01 - **High School Diploma**

2017-05 Pendleton High School - Pendleton, SC

- Awarded Art Award
- Member of the National Beta Club
- Coursework in Advanced Placement Psychology course with a AP exam score of 4
- Graduated with 3.5 GPA
- Received LIFE Scholarship

2009-05 - **No Degree**

2013-08 Lakeside Middle School - Anderson, SC

- Awarded President's Award for Educational Achievement
- Member of the National Beta Club
- Graduated with 3.8 GPA



Volunteering

I have been volunteering since I was a child. My family and I lived in Romania until I was twelve years old as missionaries. We delivered meals, played with, provided clothing and shelter, and counseled the underprivileged in the villages. I have visited Romania many times since my time living there and have directed and participated in Christian camps for the Romanians with a large group of people. We would play games with the children, provide meals and shelter, have Bible studies, counsel those who needed it, and really have a wonderful time serving others. My passion for helping others came from this experience. I have participated in Meals on Wheels for over six years and have volunteered for all volunteering positions as a cook, food preparer, and food deliver. I have participated in Secret Santa for over four years. I collect toys and children's clothes over a few months and then deliver them to different homes during the winter so that

the children receive presents from Santa. I am currently a volunteer at PruittHealth Hospice. As a volunteer, I visit multiple patients in a day to spend time with them, speak with them, and check up on them. I love doing this because I enjoy seeing others happy and I know many people in hospice have a difficult time being alone. I sometimes bring my patients gifts, their favorite candy, a new crossword, and always a card on a holiday!



Culturally Diverse

I lived overseas in Romania from the age of four to twelve. I am well versed in communicating and empathizing with individuals from different cultures, especially the less privileged. Living in Romania as a missionary is where my passion for helping the less fortunate came from and serving my community is where my heart lies. I have experienced many things and many people in my life which allows me to connect with others on a very deep and real level quickly. I am approachable, interested, and desire to help anyone. I am very culturally rounded and am not afraid to step out of my comfort zone with others.