

Toni Garrett

Human Service Worker

Chicago, IL 60827

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I am a recent graduate of Southern New Hampshire University, majoring in Liberal Arts and Psychology, with completion dates of 3/2021 and 10/2022. I am interested in broadening my skill set and looking for a chance to apply my valuable research skills, empathy, ethics, and problem-solving talents to any role, with a foundational knowledge of psychology and theory-based approaches in diverse and multidisciplinary environments, skills in scientific inquiry and the ability to interpret, communicate, and apply data and findings. And flexible skills. Highly motivated psychology and clinical mental health major. Knowledge and training in mental health, therapeutic intervention protocols, and crisis management. I am a highly resourceful and devoted individual.

Authorized to work in the US for any employer

Work Experience

Substance Abuse Counselor

Fola Community Action Services - Chicago, IL

June 2022 to Present

- Meeting with clients to evaluate their health and substance problem
- Identifying issues and create goals and treatment plans
- Teaching clients coping mechanisms
- Helping clients find jobs or reestablish their career
- Leading group therapy sessions
- Providing updates and progress reports to courts
- Referring clients to support groups
- Setting up aftercare plans
- Meeting with family members and provide guidance and support

Author

Kindle Direct Publishing

August 2016 to Present

Drive and generate captivating, high-quality content and storytelling for the brand, product, and other campaigns. Interpret creative direction and translate points from creative briefs into persuasive copy concepts. Write copy for social media, website, newsletters, brochures, product installation directions, blog articles, video scripts, forum content pieces, and all other written communication required. Execute content strategy for social media to boost organic reach and engagement and test results through data & analytics. Provide help and guidance for Social Media specialists. Develop and implement a data-driven content strategy to grow brand recognition, drive new customer acquisition, and increase customer retention across owned and earned media. Identify videography & photographic assets required to accompany written material and brief the creative team for production. Contribute to culture and morale by motivating and aiding the audience and executing day-to-day marketing activities as required.

Mental Health Worker

St. Bernard Hospital and Health Care Center - Chicago, IL

March 2022 to October 2022

Provides direct patient care, including assisting with ADLs, 1:1 observation, escorting patients on/off the unit and when on outside trips, taking vital signs, and assisting in milieu management. The Mental Health Worker completes delegated aspects of the patient admission and discharge process. Observes patient behaviors, symptoms, and problems and report findings. The Mental Health Worker meets and maintains patient records and assures the environment is safe and sanitary. Assists in medical and psychiatric emergencies and participates in treatment planning. The Mental Health Worker plans and coordinates recreational activities; and provides group and individual counseling to patients. The Mental Health Worker also develops, implements, evaluates and updates individualized treatment plans.

Youth Worker

By The Hand Club For Kids - Chicago, IL

September 2021 to March 2022

- Reaching out to youths and building relationships with them
- Setting up and running projects, including arranging workshops, events, and shared activities to bring young people together
- Encouraging children to take part in planning activities, community or educational projects, and testing and reviewing activities
- Advocating, addressing, and educating on the youths' interests, influences, and issues
- Providing guidance and support to children through teaching and mentoring
- Developing collaboration on community resources, services, and facilities
- Managing and developing community programs and resources
- Undertaking administrative tasks, including applying for project funding, budgeting, writing and presenting reports to all stakeholders
- Maintaining confidential records of the mentoring and coaching sessions with individuals
- Collaborating with other organizations, such as the police, schools, and community groups
- Recruiting, training, and managing staff, including volunteers
- Attending regular development and training opportunities to stay updated on health and safety issues
- Traveling to various locations for events or meetings

Clerical/Data Entry

Roseland Community Hospital - Chicago, IL

September 2020 to September 2021

Comfortable working independently with minimal supervision. HIPPA Familiar Confidentiality familiar. Responsible for behavioral health outreach, including initial client outreach and completion of the intake process when clinically appropriate. Create new relationships with referral providers and reinforce current ones to increase the number of persons served in our Covid health department. Schedules examinations and further clinical services independently, including team coordination and communication with other agencies, hospitals, and possible newly vaccinated families. A primary point of contact for all program inquiries and the development and implementation of customer-service-based practices to successfully manage intake services.

Data Entry Clerk Temporary

Illinois Department of Professional Regulations - Chicago, IL

December 2019 to April 2020

Research and Conduct other duties and tasks necessary to increase productivity, such as scanning documents into electronic personnel files. Generates reports as needed for the team. Transferring data from paper formats into computer files or database systems. Typed in data provided directly from customers. Created spreadsheets with large numbers of figures without mistakes.

Network Marketing

OrganoGold - Chicago, IL

August 2016 to September 2019

Creating a plan for generating leads and closing sales, including building a website or social media presence, attending industry events, sending emails, or making phone calls to potential clients. Developing marketing materials such as brochures, flyers, banners, or social media posts.

- Leadership
- Listening
- Relationship building
- Team building
- Sales.

Store operator

The Adecco Group - Chicago, IL

September 2014 to September 2016

Provided excellent customer service. Recommended merchandise based on customer needs. Operated a cash register to process cash, check and credit card transactions. Replenished floor stock and processed shipments to ensure product availability for customers.

Security Officer

ABM Industries Inc. - Chicago, IL

March 2006 to August 2014

- Inspect and patrol premises regularly
- Monitor property entrance
- Authorize entrance of people and vehicles
- Report any suspicious behaviors and happenings
- Secure all exits, doors, and windows
- Monitor surveillance cameras
- Respond to alarms and react promptly
- Assist people in need
- Submit reports of daily surveillance activity
- Submit reports of every suspicious action

Education

Master's degree in Forensic Psychology

Southern New Hampshire University - Remote

October 2022 to Present

Bachelor of Arts in Mental Health Psychology

Southern New Hampshire University - Manchester, NH

March 2021 to October 2022

Associate in Arts (AA) in Liberal Arts History and Communication

Southern New Hampshire University - Manchester, NH

August 2019 to March 2021

Skills

- HIPAA
- Recruiting
- Teaching
- Tutoring
- Human Resources
- Microsoft Office
- Conflict Management
- English
- Employee Orientation
- Microsoft Powerpoint
- Microsoft Outlook
- Case Management
- Clerical Experience
- Epic
- Typing
- Microsoft Word
- Management
- Event Planning
- Medical Records
- Personal Assistant Experience
- Negotiation
- Social Work
- Marketing
- Care plans
- Crisis Intervention
- Office Management
- Medical Scheduling
- Hospital Experience
- Medical Terminology
- Medical Office Experience
- Documentation review
- Data collection
- Front desk
- Patient monitoring

- Mental Health Counseling
- Content Development
- Copywriting
- Blogging
- Social Media Management
- Microsoft Access
- Addiction counseling
- Vital signs
- Classroom experience
- Google Suite
- Motivational interviewing
- Windows
- Individual / Group Counseling
- Behavioral Therapy
- Interviewing
- Behavioral Health
- Cognitive Behavioral Therapy
- Group Therapy
- Communication skills
- Interpretation
- Program Development
- Document review
- Research and information retrieval
- Analytical thinking
- Creative thinking
- Computer and technical skills (including software knowledge)
- Organisational and time management abilities.
- Administrative skills.
- Communication (written and verbal)
- Customer service skills
- Academic writing and presentation skills.
- Critical thinking and analytical skills.
- Abstract reasoning.
- Communication and interpersonal skills.
- Leadership and teamwork skills.
- Organization/time management skills.
- Goal setting and prioritizing

Links

<http://www.linkedin.com/in/toni-garrett-570064185>

Awards

Cume Laude

October 2022

GPA 3.537 on a 4.0-grade scale

Certifications and Licenses

CPR Certification

First Aid Certification

Paraprofessional

December 2021 to December 2027

Description: Paraprofessional Educator

Grade: PreKindergarten through Age 22

Paraprofessional Certification

Assessments

Call center customer service — Proficient

May 2020

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

Verbal communication — Highly Proficient

November 2019

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Case management & social work — Proficient

January 2022

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

June 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

Work style: Reliability — Highly Proficient

February 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Protecting patient privacy — Proficient

February 2022

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

Case management & social work — Proficient

January 2022

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

THE NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS Nomination

Publications

Me Vs Me

<https://www.goodreads.com/book/show/51690785-me-vs-me>

Written in the hopes of faith-building.

"Codependency is a behavioral condition in a relationship where one person enables another person's addiction, poor mental health, immaturity, irresponsibility, or under-achievement. Among the core characteristics of codependency is an excessive reliance on other people for approval and a sense of identity"

And I talk about how to use The Most High's words, the scriptures as a means to get past this way of life and thinking. Thank You My Aunty Bonnie for your love & support.

Additional Information

CPR Certification April 2021 to Present

The above-mentioned Student is now certified in the above-mentioned course by demonstrating proficiency in the subject by passing the examination following the Terms & Conditions of National CPR Foundation - Valid for 2 years. Course administered following the 2020 ECC/ILCOR and AHA® guidelines. ID#:97753BF2

Basic Life Support (BLS) August 2021 to August 2023

The mentioned individual is now Certified in the mentioned Course by successfully passing the Examination by the Terms and Conditions of the National CPR Foundation (NCPRF). Valid for 2 Years. (Infant, Child, Adult) Certificate: Basic Life Support - BLS Date: 8-22-21 ID#: 9BC193