

Teresa Zimmerman

Remote Customer Service /Education Paraprofessional

Carrollton, GA 30117

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Energetic, experienced, college student seeking remote customer service or TESOL position within a dynamic setting where I can offer abundant qualifications and skills in customer service and/or educational instruction, teaching assisting, classroom management, and counseling. However, I am opened to remote customer service opportunities that will develop my knowledge in new areas of business.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Direct Care Staff (DCS-1)

Georgia Baptist Children's Home and Family Ministries, Inc - Carrollton, GA

April 2017 to July 2020

- Daily supervision and guidance in a trauma-informed environment
- Assists with core treatment planning and IEP
- Create and implement daily life skills and developmental/therapeutic activities
- Teach weekly "Life Lesson" curriculum
- Maintain individual progress reports, attendance records & assessment sweet communication with parents, support services, teachers & school management on a consistent basis regarding student progress

Teacher / Counselor

Youth Villages - Douglasville, GA

August 2016 to June 2017

- Daily life skills teaching, lesson planning for academics support, tutoring
- Mandated reporting, data entry and record keeping
- Assisted recreational therapists during group activities
- Conducted 1:1, group counseling sessions and community meetings

Residential Counselor

Koba Institute - Silver Spring, MD

August 2015 to May 2017

- Supervised girls in therapeutic group home, daily ADL instruction
- Conducted daily 1:1 and group counseling sessions
- Collaborated for academic and therapeutic treatment plans
- Mandated reporting, medication distribution and meal preparations
- Daily mentoring, tutoring and data entry

Family Development Advocate

Families Forward, Inc - Washington, DC

November 1998 to February 2008

- Managed high volume caseload for homeless clients
- Daily mandated reporting, monthly home visits, community outreach
- Advocated for clients housing placements, data entry and tracking
- Collaborated with supportive services in creating academic treatment plans
- Created IHP, drafted re-entry plans, court petitions and referrals
- Assisted on grant writing projects and volunteer opportunities

Education

Bachelor in Psychology - Start Date 3/2/2020 in Psychology

Southern New Hampshire University

Present

Bachelors of Art (54 credits earned) in Human Services - Child and Family Welfare

Purdue Global - Fort Lauderdale, FL

May 2011 to August 2012

Bachelors of Arts (15 credits earned) in Sociology

Kaplan University-Davenport Campus (Online) - Davenport, IA

March 2009 to December 2010

High school diploma or GED

Skills

- File management
- Video conferencing
- Scanner
- Ms office
- Direct Support
- Direct Care
- Personal Care
- Teaching Experience
- English
- Microsoft Excel
- Case management
- Social work
- Microsoft Word
- Program development
- Case management

- Social work
- Program development
- Microsoft Office
- Experience working with students
- Special education
- Individual / Group Counseling
- Developmental Disabilities Experience
- Classroom Management
- Group Therapy
- Addiction Counseling
- Curriculum Development
- Crisis Intervention
- Behavioral Health
- Customer service
- Typing

Certifications and Licenses

Georgia Assessments for the Certification of Educators - Paraprofessional Certification

March 2019 to March 2029

Assessment to certify educators on general skills that will aid in their ability to assist teachers in the classroom, with lesson planning and implementation; supervising students in the classroom and in the community, provide administrative support for teaching and supplementing regular classroom curriculum with additional enrichment activities for students.

TESOL Certification

October 2019 to Present

Teachers of English to Speakers of Other Languages professional may be involved in teaching, administration, curriculum development, materials development, assessment, research, and advocacy while delivering curriculum to an online platform of students from different cultural backgrounds.

CPR, AED & FIRST AID ADULT, CHILD & INFANT

August 2019 to August 2021

Certification course that prepares individuals to recognize and care for a variety of first aid, breathing and cardiac emergencies involving adults, children and infants.

Additional Information

TECHNICAL SKILLS

MS Office Applications|Web Navigation|Email & File Management|Video Conferencing & Scanner Knowledge| eBook Knowledge & Electronic Presentation