

ELIZABETH O'SHEA

BEHAVIORAL HEALTH ASSOCIATE

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EDUCATION

BACHELOR OF ARTS

Southern New Hampshire University | Manchester, NH | Graduation Date: Sep 2023

- Bachelor of Arts in Psychology, Southern New Hampshire University
- Completed a comprehensive curriculum covering various areas of psychology, including cognitive, social, and developmental psychology.
- -Gained a deep understanding of psychological theories and principles.
- Developed effective communication and interpersonal skills through group projects and presentations.
- Completed coursework in abnormal psychology, social psychology, and developmental psychology.
- Developed strong analytical and critical thinking skills through coursework and research projects.

RELEVANT EXPERIENCE

KEY MANAGER, SERVICE TRAINER, & BARTENDER

Brinker International | Grand Prairie, TX | May 2016 - May 2023
<https://www.brinker.com/>

- Implemented a cross-training program for service staff, resulting in a 20% increase in employee retention.
- Successfully managed a team of 10 service staff members, consistently meeting or exceeding sales targets.
- Received numerous positive customer reviews for exceptional service and ability to create a welcoming atmosphere.
- Trained and mentored new bartenders, resulting in a more efficient and knowledgeable team.
- Successfully handled high-pressure situations and resolved customer conflicts, maintaining a positive and professional demeanor.
- Participated in industry competitions and won first place in a regional mixology competition, showcasing exceptional bartending skills and creativity.

ADDITIONAL EXPERIENCE

STUDENT EDUCATIONAL CONSULTANT

Quintessential Health via SNHU Higher Education and Real-world Training Challenge | Manchester, New Hampshire | Nov 2022 - Jan 2023
<https://qhealthonline.com/>

Telehealth agency that is oriented towards providing access to mental health services for diverse populations.

Researched and analyzed the various types of diversity in a health care / mental health setting for the purpose of heightening consciousness of Diversity, Equity and Inclusion (DEI) principles. Examined the 31 states that Quintessential Health offers services in and identified 1-2 groups in those states that are underserved and have limited access to mental health services. Developed a training plan and presented findings that highlight the concepts of diversity, equity and inclusion for Quintessential Health staff. Collaborated remotely with a small group of two of other SNHU students as well as one Quintessential Health staff member to develop a plan to increase access to the underserved population. Our plan to improve accessibility for populations with autism and English as a second language speakers. We concluded that implementing changes to their platform and communication in Spanish would provide a more inclusive platform. Additionally, making changes to online platform can better serve Autistic populations.

CERTIFICATIONS

PLANNING & COMMUNICATION

SNHU | Jan 2023 - Present

https://snhu.badgr.com/public/assertions/VLsswyRbS7STyra0lYy_mA?identity__email=elizabeth.oshea2@snhu.edu

Completion of real-world training challenge that emphasizes research, analysis, and development of DEI training program.

HONORS & AWARDS

PRESIDENT'S LIST

Southern New Hampshire University | Jan 2023

- Received the Academic Achievement Award for graduating with highest honors and being ranked top of the graduating class.
- Recipient of the Academic Excellence Award for maintaining a GPA of 3.99 throughout college.
- President's List recipient for four consecutive semesters

<https://meritpages.com/ElizabethOshea>

HONOR SOCIETY MEMBERSHIP

Alpha Sigma Lambda | Dec 2021

LANGUAGE SKILLS