

Lainey Banks

Lexington, KY | 859-552-4602 | [LinkedIn](#) | [Indeed](#)

EDUCATION

University of Kentucky

Bachelors of Arts in Social Work

Expected May 2027

- Provost scholarship: August 2023 – present
- LEADS scholarship: Spring 2024
- Planned graduate study: Masters of Social Work (MSW)

Expected May 2028

WORK EXPERIENCE

American Board of Family Medicine

Lexington, KY

Customer Support Agent

June 2024 – Jan 2025

- Assisted callers with sensitive questions related to medical certification and licensing
- Communicated complex information in a clear, empathetic, and professional manner
- Demonstrated patience, active listening, and conflict resolution across a high volume of calls

Falling Springs Parks & Recreation Center

Versailles, KY

Head Lifeguard

August 2020 – August 2023

- Responded to emergencies and performed crisis intervention skills when needed
- Professionally assisted children, families, and diverse community members
- Completed incident reports and accurate documentation

SKILLS

- Crisis communication
- Customer service & conflict resolution
- Documentation & note-taking
- Softwares: Microsoft Suite, Adobe Cloud, CRM

LEADERSHIP & INVOLVEMENT

Member – HappyCats club, University of Kentucky

August 2025 – present

- Participated in events focused on reducing stigma and promoting mental health wellness on campus
- Engaged in discussions and trainings related to mental health advocacy and support

Member – One Love Foundation, University of Kentucky

August 2025 – present

- Participated in workshops and educational events focused on promoting healthy relationships and preventing relationship abuse
- Contributed to outreach efforts connected to the Escalation program and campus advocacy initiatives

CERTIFICATIONS

- Foundations: Data, Data, Everywhere – Google
- Foundations of Project Management – Google

Issued August 2024

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