

APRIL CHARMAK

BEHAVIORAL HEALTH TECHNICIAN

1166 Meadow Gate Dr

✉ Acharmak7@gmail.com

☎ 707.339.0027

SUMMARY

Behavioral Health Technician with hands-on experience supporting individuals experiencing mental health crises and trauma-related challenges. Skilled in providing compassionate, trauma-informed care, assisting with daily living activities, and supporting therapeutic interventions in clinical and community-based settings. Demonstrates strong communication, crisis response, and documentation skills while maintaining safety, professionalism, and client dignity.

EXPERIENCE

Advocate for Domestic Violence and Sexual Assault Peer Counselor

Placer County Crisis Center | Roseville, California
standupplacer.org

Sep 2025 - Present

Stand Up Placer is a non-profit community-based organization dedicated to empowering Placer County survivors of domestic violence, sexual assault, and human trafficking to heal from the trauma and create new lives of strength and self-sufficiency.

Stand Up Placer provides a 70-hour Domestic Violence and Sexual Assault Peer Counselor Crisis Intervention Training. This training meets the state certification requirements as a Peer Counselor in Domestic Violence and Sexual Assault under Section 18294 of the California State Welfare and Institutions Codes and Section 13837 of the Penal Code.

As an advocate, I provide peer counseling and serve as a first responder for survivors of domestic violence and sexual assault. In this role, I offer immediate emotional support, remain present throughout critical moments, and help survivors feel safe, heard, and validated during the initial stages of crisis response. I also guide survivors in identifying healthy and informed next steps by offering education, resources, and options that support their autonomy and healing. Additionally, I remain available to answer questions, clarify processes, and provide ongoing support as survivors navigate the early phases of recovery.

Assistant Manager

Janie and Jack

Nov 2022 - Aug 2023

- Assisted sales associates in reaching their potential
- Created customer experience
- Met store demands in product showcasing
- Trained new sales associates on tasks, customer service, and company policies
- Created goals and supported individual achievements
- Resolved challenges with patience and problem-solving skills
- Assisted the GM with reports, audits, sales programs, scheduling, and corrective actions
- Interviewed potential sales associates
- Opened/closed store and managed register operations
- Worked with iXopera, Zipline, ADP, and all Microsoft software
- Merchandised new product lines and floor layouts
- Assisted with markdowns, sign changes, and other marketing materials

Assistant Supervisor for Internal Maintenance and Uniforms

Thunder Valley Casino Resort

2021 - 2022

- Organized and assigned tasks for porters and Advanced team
- Monitored team members' performances
- Encouraged positive reinforcement through policies
- Tracked disciplinary actions and attendance using Tracker
- Handled calls from other departments to maintain resort standards
- Managed inventory reporting
- Assisted with Security in handling discrepancies
- Interviewed and hired team members
- Distributed uniforms
- Awarded exceptional team members
- Conducted shift huddles and assigned radios and keys
- Programmed new team members into Keywatcher
- Provided policy training to new team members

Maintained a safe and happy team environment

Transportation Dispatcher

Thunder Valley Casino Resort

2019 - 2021

Handled all incoming calls and placed reservations
Reviewed and edited driver schedules
Ensured vehicles were fueled, cleaned, and ready
Assisted hosts and the casino operations manager
Monitored and reported inventory changes
Managed drivers and ensured job completion
Corresponded with team members, leadership, and other departments
Coordinated vehicle inspections for CHP audit
Used Promo Tracker and other necessary programs
Organized tasks for drivers weekly
Assisted with program development, key distribution, and receiving

Call Center Agent

Thunder Valley Casino Resort

2018 - 2019

Handled incoming calls professionally
Provided superior guest service
Managed room, spa, and restaurant reservations
Offered the highest level of AAA Four Diamond Service
Maintained knowledge of all happenings at the Casino resort

Sales Associate

TJ Maxx

2016 - 2018

Handled customer sales
Greeted customers and assisted them
Promoted TJ Maxx credit and reward cards
Managed product go-backs and store organization
Prevented shrinkage and assisted in store security
Answered phones and transferred calls
Processed products with appropriate sales numbers and pricing

EDUCATION

Bachelor's in Psychology

Southern New Hampshire University

Graduated: Dec 2025

E-Commerce and Web Development Certificate

Sierra College

Graduated: Feb 2004

Graphic and Desktop Publishing Certificate

MTI Western Business College

Graduated: Apr 1992