

HAILEY PEOPLES

(206) 555-5555 •
www.linkedin.com/pub/hailey

QUALIFICATION HIGHLIGHTS

- Excellent interpersonal and communication skills honed through internship and work experiences
- Proficient in Microsoft Word, Excel, PowerPoint, Access, Publisher and Outlook
- Strong collaborative skills demonstrated in teams, while also able to work independently
- Proven ability to work capably with people of various ages, cultural origins and socio-economic statuses
- Able to remain calm in stressful situations, using solid problem-solving skills to find solutions
- Conversational Spanish speaker and experience in multi-cultural environments

EDUCATION

Bachelor of Arts, **Human Services**, Minor: **Psychology**, Western Washington University (WWU), Bellingham, WA, Expected December 2021

Study Abroad, Cultural Experiences Abroad, Barcelona, Spain, Fall 2019

INTERNSHIPS

Child Protective Services Intern, Division of Children and Family Services (DCFS), Bellingham, WA, Fall 2021

- Collaborate in case management for diverse populace served, adapting communication to recognize different cultural values
- Implement Spanish speaking abilities in home visits and initial assessments with clients
- Conduct research and perform data analysis on families, using excellent technical skills including implementation of Microsoft Excel and DCFS databases
- Participate actively in Family Team Decision Making Meetings, contributing pertinent information

Client Advocate Intern, Whatcom Homeless Service Center, Bellingham, WA, Spring 2021

- Advocated for homeless individuals with Social Security Administration adjudicators to ease Social Security disability benefit application process
- Adapted to clients' needs on case-by-case basis, including individuals with severe disabilities
- Identified appropriate referral sources, demonstrating broad knowledge of county resources
- Communicated appropriately and professionally with wide range of individuals

Support Specialist Intern, Max Higbee Center, Bellingham, WA, Winter 2021

- Mentored teens and adults with developmental disabilities, building rapport easily
- Developed and facilitated small group activities, optimizing participation of all through careful partnering
- Created organizational resource book for use by all interns and employees
- Guided clients on public transportation throughout county, teaching and reinforcing proper safety and etiquette

OTHER RELEVANT EXPERIENCE

Front Office Coordinator, Express Employment Professionals, Bellingham, WA, Fall 2018-Fall 2020

- Communicated pleasantly and efficiently with all patrons, while performing multiple office tasks
- Utilized technology effectively to record and track data, including Microsoft Office products

CAMPUS ACTIVITIES

Member, WWU Red Cross Club, Bellingham, WA, 2017-Present

Service Learning, WWU Compass to Campus Program, Westview School, Burlington, WA, Spring/Fall 2020