

JOY NEUFELD

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SUMMARY

I am a Mental health professional driven to help others overcome personal obstacles. Comfortable working autonomously or in a team-based setting. I have a degree in Criminal Justice and have my Master's in General Psychology with specialty in couples and family. I previously worked in customer service industry. I am a Responsible self-starter who communicates well and is dedicated to improving the well-being of clients.

SKILLS & ABILITIES

- Cash drawer balancing
- Energetic work attitude
- Exceptional problem solver
- Active listening skills
- Sharp problem *solver*
- Adaptive team player
- Issue resolution
- Security monitoring
- Credit and cash transactions
- Customer assistance
- Superior communication skills
- Opening/closing procedures
- Solution-focused counseling
- Strong organizational skills
- Seasoned in conflict resolution
- Customer service expert
- Payment processing
- POS systems
- Cash register operation
- Cash management
- Staff mentoring

EXPERIENCE

- 2004 to current House Manger,
Manager to family of two Kids (15 and 12) along with 5 dogs.
Organized daily schedules.
Took care of the Family budget weekly.
Plan family trips and trips for kids sporting events.
Took care of booking hotels and travel routes.
Taught life skills, which included completing chores and cooking meals, offering positive reinforcement.
- January 2017 to present Para Professional, *School district 8*
My Job is to take children to their classes whom may have various mental illness; handicap; or behavioral problems. Once I am in class with them I assist then with keeping on task and doing the school work.
- October 2012 to February 2013 School Practicum for Psychology, Rockies University
- Developed client-centered treatment plans with specific goals and objectives and provided therapeutic counseling in accordance with such plans.
 - Assisted Therapist with client intake process and administered questionnaires.
 - Maintained clinical records to promote strong compliance with federal standards.
 - Communicated with patients during group therapy sessions and provided opportunities for participants to share personal experiences.
 - Complied with all federal and corporate guidelines to safeguard continuous level of patient confidentiality.
- Developed individual courses of treatment for each patient by evaluating goals, mental health and practical conditions.
- October 2015 to January 2016 Sales Representative, *Justice girls apparel*
Met incoming customers and provided immediate assistance. Retrieved alternate items and sizes on request. Listened to customer needs and preferences to provide accurate advice. Completed purchases with cash, credit and debit payment methods. Worked flexible schedule to accommodate changing customer levels. Organized items in visually appealing manner
- October 2004 to Sales Representative, Pet City
Met incoming customers and provided immediate assistance. Assisted in getting animals and other pet supplies. Listened to customer needs and preferences to provide accurate advice. Completed purchases with cash, credit

January 2005	and debit payment methods. Trained all new sales employees on effective techniques, as well as cleaned the cages for the animals.
Customer Service Representative, Virgin Mobile	
March 2002 to February 2003	Answered customers' questions and addressed problems and complaints in person and via phone. Communicated information to customers about product quality, value and style.
Sales Representative, 5.7.9 Girls Apparel	
March 2003 to November 2004	Met incoming customers and provided immediate assistance. Retrieved alternate items and sizes on request. Listened to customer needs and preferences to provide accurate advice. Completed purchases with cash, credit and debit payment methods. Trained all new sales employees on effective techniques. Reviewed purchases for fraudulent activities. Worked flexible schedule to accommodate changing customer levels. Organized items in visually appealing manner. Solicited referrals from satisfied clients.
Cashier, Walgreens	
January 1999 to February 2001	Met incoming customers and provided immediate assistance. Listened to customer needs and preferences to provide accurate advice. Completed purchases with cash, credit and debit payment methods. Reviewed purchases for fraudulent activities. Worked flexible schedule to accommodate changing customer levels. Organized items in visually appealing manner. Answered incoming telephone calls with professional and knowledgeable responses. Created attractive displays.

EDUCATION

2001	GED
2004 - 2007	Bachelor of Science: Criminal Justice University of Phoenix
2011- 2016	Master of Arts: General Psychology with specialty in family therapy University of The Rockies

COMMUNICATION

The Dean of students said I was one of the best students he has seen with clients because I am able to create a relationship with my clients. I was having hard time with soap notes, because they kept changing my supervisor whom wanted it different every time. The dean felt I was still a very good counselor and recommended that I still complete a psychology degree instead of doing the LMFT track I changed to General Psychology with specialty in Family. My hope is to get under someone and get my SOAP notes better and possibly take the extra class to be get my LPC and work with families and young adults and Adolescents.

Professional references:

De Anna Frasier 7192338493

Jenifer white 7192386206

Kindra Connelly 7196606725