

ANGELA R. WILLIAMS

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OBJECTIVE:

To obtain a position that can fully utilize my skills and educational background.

EDUCATION:

November 2017	MA in Counseling and Guidance.	Louisiana Tech University.	Ruston, LA
May 2016.	<i>BA of General Studies in Psychology</i>	Louisiana Tech University	Ruston, LA
May 2014	<i>Associate of Science in Human Services</i>	Southern University at Shreveport	Shreveport, LA

HUMAN SERVICES INTERNSHIP:

Counseling in Training	Family Preservation Court	Juvenile Court	Shreveport, LA
Social services Assistant	Social Services Department	University Health	Shreveport, LA
Intake Specialist	David Raines Social Service Center	David Raines Center	Shreveport, LA
Activity Therapy Assistance	Adult Care/ Senior Day Care Program	Volunteers of America	Shreveport, LA

KEY COMPETENCIES:

Management/ Leadership Skills

I am a strong communicator as required in my leadership roles. These roles required effective communication techniques to address the barriers to productivity for the company.

Dynamic Customer Service

I demonstrated at customer service skills with all positions. I was successful at managing a high volume of inbound calls that support customer inquiries during technology crisis.

WORK EXPERIENCES:

2018-Present	Counselor	Juvenile Court	Shreveport, LA
	<ul style="list-style-type: none">• Counseling• Drug Testing• Progress Notes		
2018-Present	Veterans Case Management Specialist	The Salvation Army	Shreveport, LA
	<ul style="list-style-type: none">• Assessment• Counseling• Case Records		
2015-2016	Patient Advocate	University Health	Shreveport, LA
	<ul style="list-style-type: none">▪ Responds to needs of patients▪ Informs triage nurse of immediate actions needed▪ Collects/records patient vitals for triage nurse		

AWARD:

Fall 2012	Executive Women International ASIST Scholarship Program
Spring 2013	Executive Women International ASIST Scholarship Program
Fall 2013	Awarded Thelma Patterson Scholarship Southern University at Shreveport

Technical Skills: MS Office, Word, PowerPoint, Excel