

Ashlyn Cancellieri
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Education

Colorado State University, Fort Collins, Colorado
Bachelor's Degree, Psychology Graduation: May 2015

Related Coursework

Child Psychology • Adolescent Psychology • Abnormal Psychology • Child Exceptionality and Psychopathology • Cognitive Psychology/Lab • Sensation and Perception/Lab • Social Psychology/Lab • Psychology of Human Sexuality

Skills

- Ambitious, can work with increasingly less supervision and complete work in a timely manner, as demonstrated by case management in an ACT model
- Able to develop and run organizational systems to increase efficiency of the company, as demonstrated by work at the Society of Health Researchers in Action and administrative/building management at SummitStone Health Partners
- Skilled computer knowledge (hardware and software troubleshooting), as demonstrated by troubleshooting work at Apple and moderate IT work at SummitStone Health Partners as part of administrative/building management roles
- Able to lead peers and children, as demonstrated by coordination and leadership of two trips to Guatemala to provide children and families with education and donations, and leadership of peers in collaborative problem solving as a Senior Member of CSU's Science Fiction and Fantasy Club
- Ability to manage finances, organize events, and lead groups of university and area students in creative and therapeutic group discussion, as demonstrated by work as Treasurer and Senior Member of CSU's Science Fiction and Fantasy Club and certification in CAC II level Group Counseling Skills
- Worked with and cared for several mentally ill children and teens through high school and college

Professional Experience

Elwyn, Inc., Philadelphia, PA

February 2018 - Present

Case Manager - Children's Mobile Intervention Services

- Complete required documentation including but not limited to monthly reports, quarterly reports, annual assessments, and incident reports and maintain individual records for the program as well as for support coordinators as per program regulations
- Communicate with and refer to team members, agencies, and community members on behalf of the individual in order to meet his/her needs and regulatory requirements
- Conduct program intake appointments with clients and their families to begin treatment services
- Initiate contact with treatment team as needed to schedule and facilitate Inter-agency Team Meetings
- Provide back-up for other program staff as needed
- Participate in emergency response situations in accordance with established program protocol

SummitStone Health Partners, Fort Collins, CO

April 2015 – December 2017

Care Manager - Assertive Community Treatment team

- Assess, plan, implement, coordinate, monitor, and evaluate service needs of adults with severe and persistent mental illness
- Connect clients to resources in their community; pickup and drop off medications to clients; transport clients to medical and dental appointments; assist clients in finding housing; help clients apply for Social Security Benefits
- Facilitate groups that support psychoeducational needs and recovery; coordinate care with team members and other agencies in the community; visit clients in their homes or in the community 1-5 times per week as a part of the Assertive Community Treatment model; facilitate community integration to support clients moving to a lower level of care; update client evaluations annually; occasional Bachelor's level therapy as part of the treatment model

Office Manager and Administrative Support - Assertive Community Treatment and Community Dual Diagnosis Treatment teams

- Manage maintenance requests and building condition and appearance; open and close the building; coordinate staff schedules; address and direct client inquiries and concerns; design, implement, and manage filing and supply

ordering procedures; organize staff meetings; create reports on staff services and efficacy, supply levels, and scanning/faxing activities; enforce building policies on use of tobacco, weapons, and service animals; attend conferences and trainings; arrange regular testing of office equipment

- Fluent use of Microsoft Office products (Outlook, Word, Excel, PowerPoint, etc.); basic technical troubleshooting of all computers and appliances in the office; set up of computers, printers, fax machine, and copier; assess and update client medical charts
- Develop and implement administrative systems, such as record management, document import into client medical charts, and filing systems; create reports on client status and condition
- Track client contact numbers, outcome of contacts, and client appointments; contact internal and external service providers on behalf of clients; coordinate care with all client service providers; research and inform clients of available resources; track client finances and balances due to various organizations; transport clients to medical, legal, financial, etc. appointments

Apple, Inc., At-Home Advisor

June 2014 – April 2015

Apple Care Technical Advisor

- Troubleshoot hardware and software issues on mobile devices (iPhone, iPad, iPod touch); Account Security for Apple ID calls; determine best options for issue resolution (troubleshoot, transfer to appropriate department, or refer to additional resources)
- Provide excellent customer service that will cause customers to promote the experience and Apple
- Enhance customer's relationship with their Apple device and Apple, Inc.

Society of Global Health Researchers in Action, Fort Collins, Colorado
2012

January – September

Executive Assistant, Assistant to the Director

- Create/organize schedules for members of the organization
- Plan/run events and fundraisers: 2 5K walk/runs with attendance between 20-50 runners and 20 volunteer staff, raised \$10,000, find sponsors for funding (individuals, small businesses, companies, etc., between 10 and 20 sponsors per event)
- Attend and run weekly board meetings
- Coordinate and organize members on projects: research related to use of poppy seed oil as a fuel, coordination and execution of events such as World Water Day on Colorado State University campus and fundraisers such as 5K walk/runs
- Define job descriptions for each position within the organization, act as the officer for roles without an officer such as the Human Relations, Volunteer Coordination, and Public Relations officers
- Create protocols for communication, document transfer and sharing; and human relations within the organization