

# NICOLE ELMER

2330 Emerson Street, Philadelphia, PA 19152  
NElmer1160@gmail.com | (215) 870-9351

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## OBJECTIVE

Motivated and driven hard-worker with customer experience. Quickly adaptable to different environments and eager to take on new experiences.

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## SKILLS

- Adaptable in stressful situations
  - Organized in workload and time management
  - Reliable in teamwork and flexible to fit in with team's needs
  - Competent in providing detailed documentation
  - Efficient in Microsoft Office
  - Certified in CPR and First Aid
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## EDUCATION

**BACHELORS OF THE ARTS IN PSYCHOLOGY / MAY 2018 /**  
**HOLY FAMILY UNIVERSITY**

- Cumulative GPA: 3.8

**MASTERS OF MENTAL HEALTH CLINICAL COUNSELING / EXPECTED SPRING 2021 /**  
**HOLY FAMILY UNIVERSITY**

- Cumulative GPA: 3.9
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## AWARDS AND ACKNOWLEDGEMENTS

- President of Psi Chi International Honor Society in Psychology / 2017-2018
  - Dean's List
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## EXPERIENCE

**Family Based Mental Health Worker, PATH (People Acting To Help), Inc. - Philadelphia, PA**  
*July 2018 - Present*

- ❖ Assists the therapist in the provision of individual, family, and group therapy with identified families
- ❖ Works collaboratively with assigned therapist to provide therapy in the home for all family members
- ❖ Consults with psychiatrist on a regular basis and attends psychiatric appointments with the youth and family
- ❖ Develops and implements socialization and daily living skills training and activities for the youth and family
- ❖ Responses swiftly and appropriately to crisis management calls and incidents
- ❖ Provides case management services to all needed services for the youth and family
- ❖ Provides 24/7 crisis on-call services on a rotating basis
- ❖ Completes all documentation in a timely, comprehensive and legible manner
- ❖ Meets productivity standards for my position

**Resident Advisor, Holy Family University- Philadelphia, PA**

*October 2016 - May 2018*

- ❖ Enforced policies and regulations amongst peers
- ❖ Developed relationships within the community to create a friendly atmosphere
- ❖ Quickly resolved conflict issues amongst residents
- ❖ Handled and documented incident reports
- ❖ Created and facilitated events in which encourage students to become involved on campus
- ❖ Established a safe environment by patrolling residences halls on assigned duty nights

**Receptionist, Paul's Run Retirement Community- Philadelphia, PA**

*October 2015 - February 2018*

- ❖ Responsible for answering phones and directing callers to the correct department
- ❖ Handled different issues at hand and solving problems that may arise
- ❖ Sorted out mail and paperwork to the appropriate department
- ❖ Interacted with residents and ensuring their well-being
- ❖ Remained calm and facilitated directions in case of emergencies

**Children's Blended Case Management Intern, PATH- Philadelphia, PA**

*September 2017 - December 2017*

- ❖ Worked with and shadowed case managers in assisting clients to fit their individual needs
- ❖ Completed all paperwork in a timely, comprehensive, legible manner and in accordance with PATH policies and procedures
- ❖ Attended meetings with residential, school and hospital staff to coordinate resources and services for assigned children/youth
- ❖ Provided home, community and school visits to each assigned child/youth and family

**Sales Representative, Five Below- Philadelphia, PA**

*February 2015 - November 2015*

- ❖ Helped customers find the product in which brought them into the store
- ❖ Answered questions about the stores policies and relevant information
- ❖ Responsible for handling money transactions
- ❖ Ensured customers receive the best quality customer service
- ❖ Maintained a clean work environment

**Cashier, Sears Holdings- Philadelphia, PA**

*October 2012 - February 2015*

- ❖ Persuaded customers to sign up for a credit card
- ❖ Displayed great customer service during transactions
- ❖ Informed customers of current policies and discounts for the store
- ❖ Responsible for handling and counting money drawers