

Kerri Spera

Criminal Justice/Case management

Okeechobee, FL 34974

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941-600-7473

- To further my career by utilizing the skills I've learned through my schooling and work experience.

Authorized to work in the US for any employer

Work Experience

Dependency Case Manager

Childrens Home Society - Okeechobee, FL

October 2017 to Present

I work as a dependency case manager. I assess impending or present dangers for children whom are in the home. I help provide services for the children as far as trauma services and medical need services that they were not receiving at home. I set the parents up for individual services if needed. I work with mental health providers, substance abuse counselor, and the department to ensure safety of children back in their homes. I conduct weekly and Monthly home visits to some homes to assess safety and voice concerns to the court or supervisor depending on the need for immediacy. I compile reports to take to court and discuss the compliance from parents of services they are involved in to ensure the children reach permanency back in their homes. I am very knowledgeable when it comes to using job software. At my job currently we have many different software tools we have to use in order to write notes and complete judicial reports. I act as a custodian to children within the department of children and families. I do my job to make sure they are safe returning home, or making sure they find a home more suitable for them. I do all this while also keeping them up to date with medical and dental appointments and offering supervision as needed. I also observe interactions with children and their parents when conducting home visits or if the parents visit their children at the office. It is my job to note any behavioral changes of the parents good or bad so that it can be discussed in court. I have a very good attendance history, and love my job very much. I do what I can to help families become whole or to make sure children grow up surrounded by care and love.

Case Manager

G4S Youth Services LLC/ truecore behavioral - Okeechobee, FL

January 2016 to October 2017

I was a case manager, in charge of 16 children in the Max OJOCC facility. I am highly organized, skilled typer, familiar with different systems and working with different programs on the computer. I Am a reliable, hard worker. I do not give up easy at all and I am always ready to try something new. I have all required documents in on time.

INVENTORY MANAGEMENT SPEACIALIST

Walmart - Sarasota, FL

March 2014 to May 2015

AS A MEMBER OF THE IMS TEAM I WAS RESPONSIBLE FOR GETTING INVENTORY TO THE SALES FLOOR IN A TIMELY MANNER, AS WELL AS PUTTING INVENTORY BACK IN THE SYSTEM IF THERE WAS TOO MUCH OF IT ON THE SALES FLOOR.

FRONT END SUPERVISOR

HOMEGOODS - Sarasota, FL

March 2013 to May 2015

I OPERATED THE REGISTER, AS WELL AS HANDLED ALL SUPERVISORY FUNCTIONS WITH OTHER CASHIERS. I TRAINED NEW CASHIERS, AND SUPERVISED THEM AS WELL AS TAUGHT THEM GOOD CUSTOMER SERVICE SKILLS.

CASH OFFICE ATTENDANT- ON DAYS THAT I WAS A CASH OFFICE ATTENDANT I COUNTED THE PREVIOUS DAYS SALES FROM EACH REGISTER. I ALSO PREPARES THE DAILY DEPOSIT TO THE BANK. I COMPUTED ALL REQUIRED INFORMATION IN THE COMPUTER SYSTEM ABOUT DAILY DEPOSITS AND DAILY SALES REPORTS, AS WELL AS RECORDED ANY ERRORS THAT WERE FOUND. AS A CASH OFFICE ATTENDANT YOU'RE THE ONLY ONE ALLOWED IN THE OFFICE AT ANY GIVEN TIME BESIDES THE STORE MANAGER BECAUSE YOU ARE ALLOWED ACCESS TO THE SAFE.

BACKROOM COORDINATOR- AS THE BACKROOM COORDINATOR I WAS IN CHARGE OF GETTING THE INVENTORY TRUCK OPEN, AS WELL AS SUPERVISING OTHER EMPLOYEES WHILE THEY UNLOADED THE TRUCK AND OPENED THE INVENTORY AND BUILT FURNITURE. THIS HAD TO BE DONE IN A TIMELY MANNER IN ORDER TO GET INVENTORY TO THE SALES FLOOR.

FLOOR SUPERVISOR- I GOT PROMOTED TO A FLOOR SUPERVISOR

Sph and marketing - Sarasota, FL

July 2011 to May 2013

34238

TELEPHONE SALES- I DID INBOUND AND OUTBOUND CALLING ALL OVER THE U.S. SELLING AND UPGRADING HOME TELEPHONE SERVICE. THERE WAS A SPECIFIC SCRIPT THAT WE HAD TO FOLLOW AND PAPER WORK WE HAD TO FILL OUT WHILE THE CUSTOMER WAS ON THE PHONE. I MADE AN HOURLY WAGE AS WELL AS COMISSION ON SALES AND UPGRADES.

FLOOR SUPERVISOR- I GOT PROMOTED TO A FLOOR SUPERVISOR, IN WHICH I LISTENED TO OTHER ASSOCIATES PHONE CALLS AND ASSISTED THEM WITH CUSTOMER SERVICE SKILLS TO UTILIZE ON THEIR PHONE CALLS.

RECEPTIONIST- AS A RECEPTIONIST I ANSWERED PHONE CALLS

TROPICAL CARWASH AND AUTO DETAIL - Sarasota, FL

February 2011 to October 2011

941-926-3900 8403 S. TAMIAMI TRAIL SARASOTA FLORIDA 34238

RECEPTIONIST- AS A RECEPTIONIST I ANSWERED PHONE CALLS, MADE APPOINTMENTS, OPERATED THE CASH REGISTER, DID DUTIES AROUND THE STORE. I MADE APPOINTMENTS FOR CUSTOMERS WHO CALLED IN TO HAVE THEIR CAR DETAILED, OR ON THE OTHER HAND WHEN A CAR DEALERSHIP NEEDED CARS DONE I WOULD SCHEDULE A DAY FOR THAT. I ALSO HANDLED SOME PAY ROLL FOR THE DETAILERS AT THE SHOP, OR ONE OF THE OTHER DEALERSHIPS.

CASHIER

DUNKIN DONUTS - Sarasota, FL

October 2010 to July 2011

OPERATED CASH REGISTER, MADE COFFEE AND FOOD. I ALSO CLOSED THE STORE WHERE I MADE THE DAILY DROPS, AND CLEANED AND DID PREPERATIONS FOR THE STORE OPENING THE NEXT DAY.

Education

Bachelors in Criminal justice

Central Pennsylvania Institute of Science and Technology - Summerdale, PA
2006 to 2009

Skills

Microsoft office (10+ years), Excel (10+ years), Client Services (4 years), Client Relations (4 years), Powerpoint (10+ years), Public Speaking (4 years), Conflict Resolution (4 years)

Awards

Employee of the Month

June 2017

I became employee of the month not even a year being at the facility where I work. I recieved employee of the month for my hard work and dedication.

Certifications/Licenses

Florida Case manager

August 2018 to October 2019

- Child welfare case manager