

Latisha M Robertson
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OBJECTIVE:

To obtain experience and knowledge in a professional workplace.

EDUCATION:

University of California, Riverside
Bachelors of Arts, Sociology
September 2017

EXPERIENCE:

Client Relations Manager *January 2018 - March 2019*

Zoek Marketing, Lake Forest, CA

Responsibilities:

- Supervised the Customer Service Department
- Managed and Trained Personal Marketing Consultants, Customer Service Reps and Escalation Reps
- Provided Direct Support to the Director of Operations
- Managed All Floor Activities and Maintained a Productive Work Environment
- Ensured that Daily and Monthly Goals Were Met
- Resolved Escalated Customer Service Issues

Applied Behavioral Analysis(ABA) Therapist *October 2017 - January 2018*

Coyne and Associates, Riverside, CA

Responsibilities:

- Assisted with Case Management
- Provided Developmental Assessments for Children with Autism and Other Developmental Delays
- Coordinated with Supervisors to Develop and Revise Support Plans to Meet the Needs of Each Child
- Tracked Each Child's Progress with Graphs and Data Collection for Each Program
- Implemented Individual Treatment Programs using the Principles of Applied Behavioral Analysis

Including: Shaping, Discrete Trial, Natural Environment Training, Verbal Communication, Social Skills and Self-Help Skills.

Child Behavior Counselor *December 2015 - September 2017*

All of God's Children, Moreno Valley, CA

Responsibilities:

- Supervised and Counseled Approximately 16 Female and Male Children (ages 8-14)
- Assessed and Recorded the Behavior of each Child Three Times Daily
- Completed Other Documentation as Required by State and Federal Regulations
- Taught Developmental and Coping Skills
- Provided Positive Reinforcement
- Monitored and Administered Medication
- Provided Crisis Intervention

Administrative Assistant *January 2015 - September 2017*

University of California, Orbach Science Library, Riverside, CA

Responsibilities:

- Managed and Trained all Student Assistants
- Answered Incoming Calls, Received and Delivered Messages
- Made Copies, Faxed Papers and Filed Documents
- Helped Plan and Execute Library Events and meetings

Receptionist *June 2013 - June 2014*

Park America, Bala Cynwyd, PA

Responsibilities:

- Directed Visitors by Maintaining Employee and Department Directories
- Received Visitors at the Front Desk by Greeting, Welcoming, Directing and Announcing Them

Appropriately

- Maintained Security by Following Procedures; Monitoring Logbook; Issuing Visitor Badges
- Answered, Screened and Forwarded Incoming Phone Calls
- Received and Sorted Daily Mail

SKILLS:

Computer: Microsoft Office, Millennium, CRM software

Personal: Trainable, Reliable, Attentive, Detail-Oriented,
