

Katherine M. (Kari) Hypothetical

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Until May 5, 2008:
5432 South 4567 West
Kearns, Utah 84321

After May 5, 2008:
8910 Juárez Avenue #3C
Tucson, Arizona 81234

OBJECTIVE

Entry-level career caseworker/counselor/advocate position with social service agency

EDUCATION

B.A. in **Human Development & Family Studies**, Minor in **Anthropology** May 2008
University of Utah Salt Lake City, Utah

- 3.7 major and minor GPA, 3.4 cumulative GPA
- Omicron Nu, member (Family & Consumer Studies honor society)
- Completed 2.5 years of college Spanish plus “*Cultural Studies for Social Workers*” – intensive 3-week language course in Cuernavaca, Mexico, with emphasis on culturally appropriate client engagement, assessment strategies, community service projects in collaboration with local agencies
- Researched and wrote on teen methamphetamine use in Utah, Catholic Community Services refugee resettlement programs, resident tuition eligibility options at Utah public universities for undocumented graduates of Utah high schools

RELEVANT COURSE WORK

Home, School & Community Relations	Religion in Latin America	Fatherhood
Nonprofit Community Organizations	Housing Policy & Issues	Family Violence
Creativity & Cognition in Young Children	Divorce & Remarriage	Traditional Jewish Communities

SOCIAL SERVICE EXPERIENCE

International Rescue Committee Summer 2007
Volunteer Caseworker Aide (15 hours/week) Salt Lake City, Utah

- Conducted interpreter-assisted interviews of recently arrived refugees from Somalia, Iraq, Burma (Myanmar) to assess children’s interests and school supply needs

Head Start, Salt Lake Community Action Program Fall 2006
Family Advocate Intern (20 hours/week) Salt Lake City, Utah

- Obtained and updated individual health information for enrolled preschool children, ensured program medical/dental requirements were met
- Maintained confidential records of family financial status, evaluated income levels for program eligibility

ADDITIONAL EXPERIENCE

Discover Card Feb. 2004-present
Team Coach West Valley City, Utah

Team Lead

Customer Service Representative

- Supervise 8 customer service representatives selling credit cards. Monitor calls, give regular one-to-one feedback, establish individual and team goals
- Coached team 5 times to monthly “Championship Team” award (of 10 teams) in Mar.-Oct. 2007

SKILLS

- Microsoft Access, Excel, PowerPoint, Word, Dreamweaver
- Good knowledge of **Spanish**, completed 40-hour **Mediation** training, **CPR**, **First Aid**