

# Ann M. Davis

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## Professional Summary

Experience in **human services care delivery** – both professionally and personally. Commonly positioned as a client advocate and representative, ensuring safety, dignity, well-being, and quality of life. Exposure to clients with multiple mental and physical diagnoses, including schizophrenia, sight/hearing impairment, and mild to severe retardation. Collaborative interaction with other providers to coordinate planning, delivery and continuity of care. Consistently placed in leadership/management roles; undaunted by assignments calling for tough decision-making, enforcement of compliance and standards, oversight of care plans, and coordinating changes or activities.

**Known for impassioned advocacy for the vulnerable and disciplined commitment to objectives.**

*Innate ability to break through communication barriers, gaining consensus among team members and promoting a unified effort toward common goals.*

## Education

### UNIVERSITY OF SPRINGFIELD

- ▶ Bachelor of Science in Psychology (Magna Cum Laude) – 2009

**Magna Cum Laude graduate and Affiliate Member of American Psychological Association** engaged in academic advancement—**Mental Health Counseling Program**—to parlay a lifetime of experience into a career in psychological sciences and services.

## Human Services Experience

### PARENT OF MATTHEW, A SPECIAL NEEDS CHILD

#### **Advocate for Early Intervention Programs & Services**

**2007 to Present**

Actively participate in therapeutic initiatives designed to elevate outcomes for male child with severe language, cognitive, and behavioral challenges. At present, interact with occupational therapist, speech pathologist, and special education professionals.

- ▷ Offer continuous, meaningful progress reports to providers and service organizations.
- ▷ Worked with professionals from Developmental Services Center for Autism evaluation.
- ▷ Provide input to Neurology team evaluating Matthew for seizure and sleep disorder.
- ▷ Adhere to recommendations for sensory stimulation; specifically, deep tactile sensations to register sense of touch.

**Independently pursued developmental and sensory evaluation to pinpoint and address issues negatively affecting appropriate development.**

**RESULTANT PROGRESS:** *Matthew has advanced in language, fine motor and cognitive abilities to age-appropriate levels.*

**ABLE BODIED, INC.**

**Primary Instructor, Residential Services Day Program**

**2001 to 2004**

Within classroom setting, coached and mentored five to eight developmentally delayed individuals with varying degree of functionality. Worked to equip high-functioning individuals with skills needed to gain employment with participating businesses.

- ▷ Structured individualized lesson plans in accordance with care plans and needs.
- ▷ Developed tactile stimulation and motor-sensory activities to enhance learning.
- ▷ Participated in individual service meetings to measure outcomes; modified plans based on goals and objectives of professional providers, families, and individuals' needs.
- ▷ Communicated with physicians, pharmacists, behavior specialists, and nutritionists.
- ▷ Creatively and carefully orchestrated outings that stimulated the senses and encouraged participation.

**Introduced sensory diet to a 57-year-old male client, a victim of long-term neglect and abuse, who exhibited combative reaction to touch and sound.**

*RESULTANT PROGRESS: Witnessed profound socialization and stimulation improvement—from stationary isolation to peer-to-peer interaction and independent exploration. Elicited first-ever smile where only emotional vacancy had existed before.*

**PILGRIM RESIDENTIAL SERVICES**

**Weekend Manager, Plymouth Residence**

**1999 to 2001**

Directed operations of group dwelling serving nine residents with wide ranging ages, diagnoses and abilities. Of the three males and six females, three were high-functioning.

- ▷ Managed state audits, care team and family communications, therapy facilitation, activity planning/supervision, and facility operation oversight.
- ▷ Oversaw hiring, training (compliance, regulations, documentation) and scheduling.
- ▷ Established sensory stimulation and animal therapy programs still in use today.

**Challenged to overcome obstacles stemming from high turnover and absences.**

*Championed pay differential for weekend staff, which dramatically improved retention. Also, identified cost-cutting opportunities that reduced payroll and expenditures.*

**Additional Experience (Retail Operations Management)**

**THE DOLLAR DEAL**

**Store Manager**

**2004 to 2007**

Orchestrated financial, operational and facility turnaround at a rural retail store operation. Tasked with improving critical components affecting bottom-line profitability in a mismanaged store performing 6% BELOW revenue objectives.

- ▷ **Increased year-over-year sales by 19%.**
- ▷ **Reduced shrink to <.7%** by developing/enforcing loss prevention policies.
- ▷ **Cut inventory 23%** by eliminating inventory bottleneck in warehouse.

Ann's story was sadly, but *inspiringly* ironic. Having grown up in a home with an autistic sibling, she was compelled to pursue psychology and mental health services as a career path. After repeated educational false starts due to family and employment obligations, she finally hit her stride. The irony came with the birth of her son, Matthew. Once again, her family life revolved around a special needs child. But this time she put education and experience to work. Matthew's progress and her academic advancement became interdependent.

That was the story I wanted to convey with her résumé. More importantly, I wanted to showcase her tenacity on both the professional and educational fronts. She completed her degree, graduating Magna Cum Laude, while devoting her "professional" life to her son. But prior to Matthew, she was well on her way to proving herself as a health and human services provider with knack for leadership and psychology.

Visually, I sensed that we needed to be subtle (ample white space, traditional-looking fonts), but I also wanted some stand-out elements on Page One to bring out her strongest attributes. It needed to hook the reader because her *actual* paid professional experience doesn't show up until Page Two. I felt the two-color method presented a quietly humble picture of her career and life narrative. And the text boxes amplified her accomplishments.

In following up with Ann a few months later, I learned that she had won placement with the organization she was targeting with this résumé.