

# OLIVER GARCIA

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## COMPASSIONATE CASE MANAGER & RELIABLE SOCIAL SERVICES PROFESSIONAL

- 🔗 **Compassionate Case Management professional with first-hand experience in helping clients build coping mechanisms** to navigate life's challenges in line with federal/state laws.
- 🔗 **Known for bringing order to chaos, from interviewing at-risk youth in an agency group home-based setting** to finding suitable healthcare/third party care provider referrals.
- 🔗 **Reinforced criminal justice knowledge with endearing emotional intelligence to gain clarity about client needs** and translate that to ensure consistent and efficient delivery of services.
- 🔗 **Exceptionally talented in uncovering hidden challenges of reclusive clients.** Frequently called upon to deal with withdrawn clients who refuse to speak up.
- 🔗 **Acquired proficiency in creating individual development plans, interviewing clients,** reviewing health records, formulating care programs. Fluent in English and Spanish.

## KNOWLEDGE AREAS

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|---------------------------------------|---|
| 🔗 Case Management                     | 🔗 Social Services                               |
| 🔗 Prioritizing Tasks                  | 🔗 Detail-Oriented & Organized                   |
| 🔗 Analysis & Decision Making          | 🔗 Crisis Intervention Programs                  |
| 🔗 Negotiation & Problem Solving       | 🔗 Researching Legal Precedents                  |
| 🔗 Legal Codes & Procedures            | 🔗 Agency Group Home Management                  |
| 🔗 Creative Thinking & Problem Solving | 🔗 Interpersonal Communication                   |
| 🔗 Developmental Disability Concepts   | 🔗 High Integrity, Confidentiality & Work Ethics |

*“Oliver can control different situations with our clients, has an innate ability to draw them out with his deep understanding of counselling and care practices.”*  
Senior Case Manager

## APPLICABLE EDUCATION

### **Bachelor of Science in Criminal Justice | University of Wisconsin | 2019**

Coursework: Criminal Law and Procedure, Sociology of Law Enforcement, Juvenile Delinquency, Correctional Process, Advanced Criminology, Organizational Communication and Sociology

### **Associate of Applied Science in Criminal Justice | University of Wisconsin | 2016**

## PROFESSIONAL EXPERIENCE

### **Youth Case Manager (Evening Lead) | Right Direction Inc, Los Angeles, CA | 2020 – Present**

- 🔗 **PROFESSIONAL CASE MANAGEMENT SERVICES:** Capably delivered case management and choice counseling to at-risk youth experiencing developmental or intellectual disabilities in an agency home-based setting. Executed functional needs assessment for an average of 10 at-risk youth per week.
- 🔗 **SUPPORTIVE COUNSELLING, CARE & INTERVIEWING:** Fostered evidence-based practices including trauma-informed care and motivation-based interviewing to develop personalized service plans built on client strengths. Successfully implemented the pre-defined individual development plans and monitored progress.
- 🔗 **COMPASSIONATE SOCIAL SERVICE:** Efficiently performed high-impact and direct care activities for the youth with an aim to positively impact their standard of living. Slashed average length of stay from 75 days to 43 days.
- 🔗 **PROMPT CRISIS INTERVENTION PROGRAMS:** Championed as the regional team lead for crisis coordination. Ensured safety and security of the at-risk youth population with timely information support and prompt referrals.

- 9 **CRIMINAL JUSTICE DOCUMENTATION & RECORDS:** Commended for creating and maintaining accurate case records for 75+ clients. Seamlessly coordinated with healthcare and social service providers and family members to obtain critical, confidential and case sensitive information.

“My child was struggling with controlling his own feelings and emotions and wrongly thought that it was okay to take it out on others. After getting counselling and care from Oliver, he is able to understand himself and able to handle social situations in healthy and positive ways. Oliver made me realize that bullying is a behavior that can be changed.” – Parent of a youth who used to bully

## ----- APPLICABLE RESEARCH PROJECT -----

### **Emotional Competence and Bullying: How Emotion Regulation, Self-control, And Empathy Impact Peer Aggression Among Middle and High School Students in The United States**

**STUDY ASSUMPTION/HYPOTHESIS:** Earlier research studies indicated that students with lower emotional competence are more likely to indulge in anti-social or risky behavior. In this research, I moved forward to test the validity and relevance of this hypothesis specifically in connection with cyberbullying and bullying in school.

#### **PROJECT RESEARCH UNDERTAKEN:**

Assembled a nationally representative data sample of 5000+ middle and high school students in US. Recorded and tracked respondent’s emotional competence compared to defined criteria in Social-Emotional Health Survey. Articulated the research results into a well-structured 55-page project report with actionable recommendations.

#### **RESEARCH OUTCOMES & RECOMMENDATIONS**

- 9 Research findings were consistent with initial hypothesis that – emotional competence has a bearing on bullying behaviors, both online and offline. Primary recommendations included creating a community-wide bullying prevention strategy, involving school, teachers, parents and school children.
- 9 Report was accepted as a part of Bullying Case Study Library. Implications for future practice and research on bullying were also recommended for consideration in the 2020 Research Grants Commission.
- 9 Successfully presented the research recommendations at the 2019 Annual Meeting of the Midwestern Criminal Justice Association at Chicago, Illinois to 100+ Criminal Justice peers, national associations and social, healthcare organizations, mental health non-profits and industry bodies.

## ----- PAST PROFESSIONAL EXPERIENCE (To support study) -----

**Customer Service Manager (Job Title - Shift Manager) | Culver's, Los Angeles, CA | 2018-2019**  
**Senior Customer Service Representative | First Bank Financial Centre, Los Angeles, CA | 2016-2017**

- 9 **IMPECCABLE CUSTOMER SERVICE:** Delivered top-class sales and customer service in a fast-paced retail environment and built trust by understanding customer needs. Achieved 100% prompt resolution of client concerns and complaints.
- 9 **TIMELY DECISION MAKING:** Fostered impactful decision-making by accurate payments processing and formulated weekly/monthly cash register and operations reports.
- 9 **EFFECTIVE BUSINESS MANAGEMENT:** Hired and mentored high-performing teams to seamlessly collaborate with each other towards shared goals. Efficiently managed inventory, employee schedules, safety training as per internal budgets and business demands.
- 9 **ETHICS & COMPLIANCE:** Promoted 100% compliance with State Food Safety policy and company best practices.

## ----- SOFTWARE PROFICIENCY -----

Microsoft Office Suite (Word, Excel, PowerPoint), Lexis-Nexis, Psych Info, Criminal Justice Abstracts, Info Trak Health, Sociological Abstracts, Internet research

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# RESUME STRATEGY

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I consider myself fortunate to have worked with Oliver. He is an extremely selfless and compassionate individual who is always at the forefront, helping people in need. With a family history of parental abuse and neglect, he was 8 years old when he decided to make a career out of supporting people going through a difficult time.

When he came to me, he had spent around four years working customer service roles to support his study and had just secured his Master's Degree in Criminal Justice. With almost 2 years of professional experience as a case manager working with at-risk youth, he was looking for a role in another state to move closer to his parents.

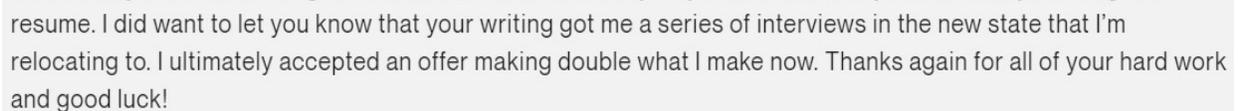
In the first strategy call we had, I realized that he just had a one-page resume where there was no mention of anything he had done in his current job. It didn't even have his final project listed. I got down to work by having an in-depth review of all his work and asked him probing questions about what he has done in college and at work. Out came the story of the youth who used to bully and the grateful acknowledgement of his counselling sessions by the concerned parent.

On exploring further, I was thrilled to know about the final project presentation that he gave to Midwestern Criminal Justice Association at Chicago, Illinois in 2019. I knew this was a winner and highlighted this on the resume by describing the project topic, hypothesis, research work undertaken with a section that summarized the findings and recommendations.

To add visual flair to the resume, I added the midnight blue color that symbolizes justice and used the 'J' symbol as the bullet. For a professional but minimalist look, I added blue page borders and used the color for the testimonial boxes.

Knowledge areas have been added using a two-column layout to make it visually appealing and eye-catching for the recruiter and hiring manager. The resume is designed to be ATS-compatible and has a minimalist, clean design where white space has been used to break lines of text and make scanning easier.

Within 6 weeks of the resume revamp, Oliver secured multiple job offers in his chosen location and accepted an offer that doubled his annual income! (Screenshot below)



resume. I did want to let you know that your writing got me a series of interviews in the new state that I'm relocating to. I ultimately accepted an offer making double what I make now. Thanks again for all of your hard work and good luck!

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