

# CHRISTELLE COOK

christelle.cook@du.edu  
(303) 668-6954

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## EDUCATION:

University of Denver  
Master of Arts in Counseling  
Clinical Mental Health Concentration  
Addictions Specialization  
Expected Graduation 6/2017

University of Colorado at Boulder  
Bachelor of Arts & Sciences in Psychology  
Bachelor of Arts & Sciences in Sociology  
5/2012

Metropolitan State University of Denver  
Completed undergraduate courses

Front Range Community College  
Completed introductory undergraduate courses during High School

## EMPLOYMENT:

DEVEREUX – CLEO WALLACE – Westminster, Colorado 08/2016-Present  
Day Treatment & Short Term Residential Counselor – Internship

- Responsibilities:
  - Conduct individual client counseling sessions
  - Facilitate group and family sessions
  - Document client case notes and maintain client files
  - Complete intake interviews, administer and score assessments, develop treatment plans, create safety plans, exit plans, and discharge summaries

SALVATION ARMY – HARBOR LIGHT – Denver, Colorado 11/2015-06/2016  
Counselor/Case Manager – Practicum

- Responsibilities:
  - Conduct individual client counseling sessions
  - Facilitate group and class sessions
  - Document client case notes and maintain client files
  - Complete intake interviews, assessments, screenings, treatment plans, safety plans, exit plans, discharge summaries

COSTCO WHOLESALE – Superior, Colorado 2007-Present  
Supervisor – Full-time (2013 – Present)

- Responsibilities:
  - Run/analyze daily/weekly/monthly reports for stats and productivity
  - Attend weekly management meetings
  - Manage breaks, lunches and job duties of employees each day to align with business needs
  - Write weekly schedule for employees based on business needs
  - Train employees on new procedures and policies
  - Handle employee accountability and disciplinary issues
  - Handle customer complaints or concerns
  - Resolve conflict with dissatisfied customers and employees
  - Exercise sound decision making ability consistently
  - Organize and plan marketing and company events
- Necessary Skills:
  - Detail-oriented, good organizational skills,
  - Display a high degree of professionalism
  - Possess strong interpersonal skills
  - Possess strong communication skills
  - Ability to work in fast-paced to environment
  - Able to work well on a team and individually
  - Able to be self motivated, reliable, and a fast learner

Refunds Clerk/Membership – Part-time

- Responsibilities:
  - Processed merchandise returns
  - Researched purchase transactions in computer system
  - Processed new membership sign ups
  - Assisted with membership questions or customer services problems and concerns
  - Performed cashier duties.

Cashier/Cashier Assistant – Part-time

- Responsibilities:
  - Processed purchase transactions
  - Provided customer service

EINSTEIN BROS BAGELS – Longmont, Colorado  
Food Prep/Cashier/Order Taker – Part-time

2006-2007

- Responsibilities:
  - Customers orders
  - Prepared food and drinks
  - Completed opening and closing procedures
  - Operated cash register

CRAWDADDY'S TOYS – Lafayette, Colorado  
Supervisor/Sales Associate – Part-time

2006-2007

- Responsibilities:
  - Opened and closed the store
  - Prepared and opened cash register for day
  - Provided hands on management of the shift
  - Closed out the cash register
  - Prepared nightly cash deposit
  - Merchandised and stocked products
  - Assisted customers with selection of purchases
  - Resolved customer complaints or concerns
  - Processed special orders
  - Trained and supervised new employees

**NANNY/CHILD CARE PROVIDER – Boulder/Denver, Colorado 2001-Present**

Experience providing care primarily for infant to 5 years old, with additional experience ranging to pre-teen years

- Responsibilities:
  - Create a stimulating, nurturing and safe environment for child
  - Provide constant supervision for child
  - Plan and prepare meals for, and feed the child
  - Bathe and dress child
  - Change diapers and assist with potty training child
  - Play with child and teach important social skills
  - Drive child to and from activities
  - Discipline child when necessary
- Necessary Skills:
  - Provide patience and understanding towards child
  - Maintain nurturing and caregiving attitude towards child
  - Provide support towards parents and guidance towards child

#### **ADDITIONAL SKILLS:**

- Proficient with Microsoft Office Suite (PC & Mac)
- Proficient with AS 400 Retail/Wholesale Software
- Proficient with CRM Retail/Wholesale Software

#### **AWARDS:**

- Employee Appreciation Award (2 time recipient) at Costco Wholesale in 2007 and 2015
- University of Denver Graduate Dean's Scholarship Award in 2015