

Eronilde Chaves Shores “Nil”

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EDUCATION **University of Colorado at Colorado Springs**
Masters Arts and Human Services
Clinical Mental Health Counselor Candidate

University of Phoenix
Bachelors of Science in Psychology
Graduated: June 2013

SKILLS Public relations/customer service experience— successful in targeting benefits of products/services to customer’s identified needs, scheduling, time management, critical problem resolution, self-disciplined, completion of tasks to assigned deadlines, tri-lingual (English, Spanish, Portuguese), great social skills, extremely charismatic and persuasive.

**RELATED
EXPERIENCE**

Savio House
Child Protection Therapist

- Team Decision Making (TDM) - Family Group Conferences – participate in formal family group conferences and/or TDM's held with the support of the Department of Human Services
- Treatment Support Meetings - This family centered, strength-based monthly staffing process includes parents, extended family, Savio staff and supervisor, the Department of Human Services caseworker, GAL, and other involved professionals.
- Therapeutic Supervised Visitation - supervise visitation and work directly with parents to improve parenting skills, eliminate safety concerns and reduce the time in out-of-home care; and,
- Parenting Skills Development - provide both group and individual instruction with an emphasis on alternatives to physical discipline, household management, consistent delivery of rules, consequences and rewards, knowledge of developmental milestones and nutrition.

Fujiyama Japanese Restaurant
Manager/Server

July 2010-Present

- Oversees and manages all areas of the restaurant
- Recruit, interview, hire, train, motivate, supervise, evaluate, schedule and terminate employees
- Manages inventory control, ordering, food sanitation and quality control of food products.
- Ensure guest service meets company standards and customer satisfaction
- Respond to customer complaints, taking appropriate action to solve the problem

- Demonstrates ability assisting guests in choosing menu items, taking orders, and expediting them through the kitchen
- Substantial knowledge of controlling guest checks and securing proper payment methods

Wells Fargo

April 2011-February 2012

Bilingual Bank Teller

- Highly skilled in receiving and processing all banking transactions including; verifying transactions, checking and savings accounts withdrawals and deposits
- Hands-on experience in exercising discretion, judgment, and proposal about transaction problems and inquiries
- Proven record of maintaining, verifying, balancing allocated cash drawer of up to \$40,000 daily, including trial balancing throughout the day

Childcare Provider

April 2007- March 2009

Lewes, Delaware/West Chester, Pennsylvania

- Keep records of every child, including day by day observations and information regarding activities and meals served
- Stimulated children's development and growth through learning activities
- Facilitate children with homework and school work
- Carry out housekeeping duties including laundry, errands, cleaning, and dishwashing
Provide safe and secure environment
- Disciplined in accordance to parents guidelines

**ADDITIONAL
EXPERIENCE**

**CASA- Court Appointed Special Advocate
Facilitator**

Nov 2013-Present

- Review appropriate records and reports
- Submit thorough, independent written reports to the Court and Guardian Ad Litem prior to court hearings
- Maintain contact with the program director/coordinator and submit all documentation
- Remain involved in the case until the Court's jurisdiction is terminated

Cultural Care Au Pair Program

April 2007-March 2009

St. John's University, NY

- Participated in infant and child health and safety
- Entertained and taught children about the Brazilian culture
- Took children on outing to parks, playground, and other various activities suitable to their age group
- Prepared health meals and snacks for children

REFERENCES Furnished upon request