

Amina Johnson

amina.johnson@example.com • (555) 123-4567 • San Francisco, CA • linkedin.com/in/aminajohnson

SUMMARY

Compassionate and dedicated social services professional with a Bachelor's degree in Social Work and hands-on experience in community outreach and client support. Skilled in case management and resource coordination, with a strong commitment to improving the well-being of diverse populations.

EXPERIENCE

Social Service Intern

Jan 2022 - Present

Community Action Partnership, San Francisco, CA

- Assisted over 150 clients in accessing essential resources, resulting in a 30% increase in service utilization.
- Developed and implemented a client feedback system that improved program satisfaction rates by 25%.
- Coordinated workshops on financial literacy for low-income families, improving participants' budgeting skills by an average of 40%.

Volunteer Coordinator

Jan 2021 - Dec 2021

Local Food Bank, San Francisco, CA

- Managed a team of 20 volunteers to streamline food distribution processes, reducing wait times by 15%.
- Trained new volunteers on best practices in customer service and food safety, enhancing overall operational efficiency.
- Organized community events that increased donations by 20% over the previous year.

Administrative Assistant

Jun 2019 - Dec 2020

Nonprofit Organization, San Francisco, CA

- Provided administrative support to a team of social workers, improving document processing time by 30%.
- Maintained accurate client records and managed scheduling, ensuring seamless service delivery.
- Coordinated outreach initiatives that raised awareness of available social services among over 500 community members.

EDUCATION

Bachelor of Science in Social Work

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Case Management, Resource Coordination, Crisis Intervention, Community Outreach

Tools & Frameworks: Microsoft Office Suite, Salesforce, ClientTrack, Google Workspace