

CHRISTELLE COOK

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

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