

Jenny Marina

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Education:

Bachelor of Arts

The Evergreen State College

Olympia, Washington

Class of 2014

Volunteer Work:

- Community outreach as needed.
- Youth advocate in *Gateways*: working with incarcerated youth at Green Hill School 09/2013- 06/2014.
- Participated in an internship with the Juvenile Probation Department of Thurston County 01/2012 to 02/2013.
- Assessment, Teaching and Learning Conference. The College Success Foundation Storytelling Project: Fostering Student Voices through Digital Storytelling May 2012.
- Participated in the Gateways program at Green Hill Juvenile Rehabilitation Center working with incarcerated boys. 09/2011-12/2011.
- Member of the Mockingbird Society advocating for foster youth and foster care legislation, through Community Youth Services.
- Storytelling Weekend, Team Lead. College Success Foundation May 2011. (helped foster youth develop and tell their life stories)
- Capital Kids Connection, working with foster youth and low income families. 10/2009-12/2012.
- Salvation Army 60+ hours.

Qualification Highlights:

- Extremely fast learner, work great under pressure and high stress.
- Can fluently speak, read and write both English and Spanish.
- Use clear communication skills, in conjunction with organizational skills.
- Work well as a team member or independently. Great leadership skills.
- Resourceful, energetic, competent, multi-task and results-oriented.
- Knowledge of community resources

Work Experience:

Catholic Community Services: WISE Facilitator/Coordinator
02/2015 to Present Olympia, WA

- Working closely with community members to develop and implement successful interventions that will help and support all families and their needs on an individual, family driven approach. Largely working to develop improved community connections, develop improved/effective communication, collaborative problem solving while focusing on the mental health needs of all families. Connecting families to resources and gaining skills to process and make improvements around mental and behavioral health needs. Case Management and coordination of services for all families serviced.

Lowe's Home Improvement: Head Cashier/Supervisor
04/2013 – 02/2015 Lacey, WA

- Ran a register on a regular basis, assisted customers with purchases, returns/exchanges. Answered customer questions regarding policies and procedures. Performed excellent customer service, resolved customer complaints and comments. Compiled and maintained company reports and records. Created and distributed cashier schedules, trained new hires and evaluated performance and provided resources in order to provide the best work performance. Great team leader, handled store operations in absence of higher management, personally managed 21+ customer service associates.

Probation Officer Intern: Thurston County Juvenile Court
01/2012-02/2013 Tumwater, WA

- Assisted the probation department by performing office duties such as faxing, paperwork, phone calls, filing legal documents, meeting with youth at risk and their families. Made recommendations to the court regarding youth's behavior/probation violations. I was an active advocate for juveniles on probation and their families, helped manage a case load of 30-40 youth on probation. Large focus with youth who were gang affiliated in Thurston County.

Sales Associate: Pier 1 Imports
11/2010 - 05/2011 Olympia, WA

- Ran a register on a daily basis took orders from customers and notified them when their merchandise arrived. Performed sales and great customer service daily. Unloaded freight and organized merchandise in the store. Managed 3-5 employees on a regular basis.

Front End Supervisor: Ross Dress for Less
02/2008 - 05/2010 Olympia, WA

- Management and employee supervision. Answer multi- line phone calls. Strong customer service skills. Cashier, daily cash handling such as daily deposits and till balancing. Trained new associates, handles store operation in absence of higher management.