**BETSY CEBALLOS**

(647)-446-1622 polly1622@hotmail.com

**OBJECTIVE:** To have an opportunity to fully utilize my knowledge and skills, while making a significant contribution to the success of the organization.

# HIGHLIGHTS OF QUALIFICATIONS

* Fluent Bilingual Spanish/English**.** Highly proficient in speaking, listening, reading, and writing
* Proven ability to build and nurture strong client relationships through genuine interest and empathy when dealing with clients’ issues and resolving their concerns.
* Strong case documentation, statistical reporting, file management and organizational skills .
* Knowledge of Housing First principles and philosophy
* Hard-working, enthusiastic, and responsible team member, with an outstanding attention to detail
* Knowledge of resources such as supportive community agencies, referral organizations, and other related support networks for immigrants, refugees, and newcomers
* Experience working with youth affected by poverty, mental health, justice, addictions, and homelessness
* Adapts effectively to change by continually learning new services and methods. • Crisis management and Case management skills
* First Aid /CPR certified.
* Clear Police Vulnerable Sector Check

# RELEVANT SKILLS AND EXPERIENCE

* Answered telephone and e-mail inquiries, created, maintained, and updated detailed computerized clients’ files which ensured efficient and fast file retrieval.
* knowledge providing diversion support; working with youth experiencing, or at-risk of, homelessness to secure a safe place to stay working towards permanent housing
* Develop and prioritize family reunification, housing, and community connection.
* Working with people from diverse cultural backgrounds
* Advanced computer skills in MS Office Suite, internet search, electronic mail, and ability to quickly learn any customized database
* Performed general office duties, such as ordering supplies, maintaining records, management database systems, and performing data entry work

# EMPLOYMENT HISTORY

**Customer Service Agent** Cash Pond 2017-2018

**Receptionist / Administrative Assistant** IURIS Legal Network, Colombia2015-2017

**Customer Service** Zellers, 2006-2009

# EDUCATION

**Fanshawe Diploma**, Social Service Worker 2020 – Present

**High-School Diploma**, Archbishop Romero Catholic Secondary School 2004 - 2009