

LOUIS A. VIKING

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Palatine, IL 60067

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SUMMARY

Human Services Professional with experience in working with diverse populations as a community advocate, caseworker and facilitator. Excellent communication and presentation abilities. Oriented to problem solving with a flexible and positive attitude. Strong Microsoft Office skills.

PROFESSIONAL EXPERIENCE

Heartland Alliance, Chicago, IL

August 20xx to Present

Caseworker

- Provide basic advocacy, assessment and case work services to individuals, families and groups through conducting intakes and performing outreach opportunities
- Facilitate counseling, education and activity groups and create content and supplemental material to help program participants modify attitudes and patterns of behavior
- Develop and maintain resource files and assigned professional relationships with social service, government and other community organizations to enhance service delivery
- Complete necessary forms, case records and statistical reports accurately and submit documentation to manager in timely manner
- Perform community contact work on aspects of programs and cases to provide all available service to program participants

Oak Street Health, Chicago, IL

September 20xx to May 20xx

Intern

- Assisted Community Coordinators in design and execution of community health events
- Supported front desk activities including answering the phone, greeting members and performing administrative tasks
- Participated in marketing initiatives including doing presentations in the community, contributing to blog, and performed other community outreach

EDUCATION

Harper College, Palatine, IL

Associate in Applied Science: Human Services

May 20xx

VOLUNTEER EXPERIENCE

Kenneth Young Center, Elk Grove Village, IL

20xx to Present

Benefits Aide

- Explain and assist individuals in completing State, Federal and civics benefits program applications
- Assist clients in federal and state income tax preparation

PROFESSIONAL AFFILIATIONS

National Organization for Human Services (NOHS)