

Yelena Garcia

Summary of Qualifications

Self-driven and analytical professional, highly motivated and detail-oriented with an interest in pursuing an opportunity to support a dynamic, customer-based, industry-leading organization with assessing client needs, developing and implementing care plans, coordinating services, and advocating for clients to ensure they receive appropriate support and resources, while monitoring progress and outcomes. Dynamic individual with a strong understanding of helping individuals with mental health conditions access treatment, support, and resources. Compassionate towards the mental health field and finding ways to help reduce social problems. Experienced with multiple groups of people, including veterans and those with assistive needs. Eager to excel in ensuring the successful introduction of operational efficiencies, leveraging new tools, and making a significant impact on the organization's success. Demonstrate excellent relationship-building, problem-solving, and collaboration skills. An effective written and verbal communicator who collaborates effectively with senior leadership and professionals at all levels to meet strict deadlines.

Technical Skills

Microsoft Office (Word, Excel, PowerPoint, Outlook) | Spanish Speaker | Attention to Detail | Assessment | Organized | Advocacy | Monitoring & Evaluation | Critical Thinking | Collaboration | Time Management

Work Experience

SALUSCARE, Fort Myers, FL

40 Hours/Week

May 2024 – Present

Adult Case Manager

- Communicate and collaborate with adults who have mental health/substance abuse diagnoses and coordinate resources available to them.
- Consistently documenting patient services, completing required assessments, and ensuring excellent patient care through face-to-face home visits and check-ups in a timely manner.
- Recognizing patients' goals and actively searching for alternatives to maintain their stability and establish independence.
- Researching and engaging with community resources, establishing professional relationships, and providing advocacy for patients' needs.
- Effectively following company guidelines, including confidentiality, timeliness, documentation, and ensuring compliance with state-mandated training requirements.

FORT MYERS VET. CENTER, Fort Myers, FL

24-27 Hours/Week

Jan 2023 – May 2024

Work Study

- Assisting with incoming calls and guiding veterans to different resources based on needs.
- Communicating between counselors and veterans to schedule mental health counseling in combat PTSD and military sexual trauma.
- Understanding the different resources available to veterans and referring to other community organizations that will provide veterans with easier access and opportunities to rehabilitate.
- Using critical thinking based on veterans' needs and behavior to understand when to involve other staff.
- Showing flexibility with hours to ensure customer service and taking calls throughout working office hours.

THE PALACE AT WESTON, Weston, FL

30 Hours/Week

Feb 2021 – Aug 2021

Server

- Learned and memorized residents' special diets and medical history to provide them with the proper meals for breakfast, lunch, and dinner.
- Learned how to care for and communicate with residents with Alzheimer's, dementia, and other disabilities.
- Managed having to do multiple things at once with patience and communicating with residents in any psychotic episodes.
- Communicating any concerns with nurses or family members about any changes in behavior.

TOMMY Hilfiger, Sunrise, FL

30 Hours/Week

Oct 2019 – Feb 2021

Sales Associate

- Responsible for working with customers upon arrival and assisting them with any questions they had about a purchase. Responsible for all customer questions about products and services offered by the company.
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment as well as the presentation of the sales floor, displays, and registers in an orderly appearance.
- Attend to customer's frustration with empathy and tact.
- Operate cash registers, manage the register transactions, and balance drawers daily.
- Go through the sales floor and record inventory, keeping track of lost products and net sales.

Internship & Volunteer Experience

FOCUS FLORIDA THERAPY, Fort Myers, FL

16 Hours/Week

Sept 2023 – Nov 2023

Internship

- Shadowing a Registered Behavioral Technician working with children with autism, ADHD, and other behavioral characteristics.
- Provided behavioral therapy to clients by running personalized trials to address behaviors for individual clients and meeting with parents to give them updates and provide feedback on how to run trials at home.
- In charge of creating and submitting client notes for insurance purposes while taking note of the data progression and creating graphs.

PROJECT ROAD TRIP, Sunrise & Fort Myers, FL

Aug 2020 – Present

Volunteer

- Leading, overseeing, and engaging the community for several events as needed to help veterans and their families, such as toy drives, walk-a-thons, bike-a-thons, preparing and serving meals to veterans during holidays, gathering, creating, and sending care packages to deployed soldiers overseas, and back to school events for those in need.
- Tracking progress and addressing issues promptly by collecting and organizing relevant data, including budgeting trackers for recommendations and decisions for final event outcomes.
- Collaborating with community associations to increase awareness, outreach, and support for veterans.
- Supporting budget management related to each event, ensuring cost-effectiveness and adherence to improving events, driving cost savings, and process streamlining initiatives.

WOLFHOUNDS LEGACY CORP, Fort Myers, FL

Jun 2023 – Aug 2023

Volunteer

- Advocating their organization by connecting veterans with PTSD, anxiety, etc., to receive a service dog.
- Helping the organization with events, photography, and planning.
- Setting up donations/toy drives for veterans to take home for their service dogs to make it easier to adjust.

Education

FLORIDA GULF COAST UNIVERSITY, Fort Myers, FL

May 2024

Bachelor of Arts and Sciences, Psychology Minor in Forensic Studies