

STRENGTHS

- Active Listening**
Callers received patient attention and clear responses, helping sensitive conversations feel respectful and grounded.
- Prayer Ministry**
Prayer support connected caller needs with Scripture and encouragement. Quiet moments often helped conversations become clearer.
- Confidential Records**
Accurate database notes protected privacy and supported reliable follow through without permitting caller follow up.
- Sound Escalation**
Sensitive requests moved through approved channels with calm judgment. Teams gained confidence in documented decisions.
- Service Adaptability**
Changing coverage and call volume required practical adjustments, helping scheduled service remain steady during demanding periods.

SKILLS

- Active listening

Prayer ministry
- Scripture

Gospel presentation
- Telephone support

Confidentiality
- Database documentation

Zoom
- Biblical encouragement
- Caller support

Issue resolution
- Escalation procedures
- Customer service

Record accuracy
- Remote support

SUMMARY

Prayer ministry professional with three years of part time experience supporting callers through active listening, prayer, Scripture, biblical encouragement, and appropriate Gospel presentation. Current work includes **confidential database documentation**, accurate operational records, structured issue resolution, approved escalation, and dependable service across changing workloads. Experience with telephone support, Zoom, documentation, stakeholder communication, training, quality checks, and privacy practices supports compassionate care alongside consistent procedures. Work has grown from reliable task execution into broader ownership of service quality, documentation, training support, and process adaptation. Comfortable serving recurring overnight or third shift schedules, weekends, Sundays, holidays, and periods of **high call volume**. Prepared to contribute a **quiet home office**, smartphone, PC, and high speed internet while helping **Cedar Haven Gospel Outreach** provide calm, confidential, faith centered support for every caller.

EXPERIENCE

Prayer Support Associate, Remote Prayer Ministry

Harbor Light Prayer Network

October 2024 - Present

Columbus, OH

- Supports **remote prayer ministry** operations through confidential caller care, documented procedures, database records, escalation decisions, and stakeholder coordination. Provides dependable service during scheduled coverage while adapting documentation and workflows as ministry needs change.
- Provided prayer support through **active listening**, Scripture, and **biblical encouragement** for callers seeking guidance.
 - Documented confidential caller information in operational databases, preserving accuracy, privacy, and approved records procedures.
 - Resolved sensitive requests through calm communication, sound judgment, and **approved escalation procedures** when appropriate.
 - Created workflow documentation that supported consistent execution, training, quality checks, and audit readiness.
 - Coordinated scheduled coverage with stakeholders, protecting service quality during changing workloads and **high call volume**.
 - Completed ongoing training and adjusted service practices for **overnight**, weekend, Sunday, and holiday coverage.

Telephone Ministry Associate, Caller Support

Graceway Community Outreach

September 2023 - September 2024

Columbus, OH

- Supported telephone ministry operations through attentive caller communication, prayer, Scripture based encouragement, confidential documentation, and timely escalation. Built practical service discipline through training, recordkeeping, issue resolution, and coordination with ministry stakeholders.
- Supported callers through telephone **prayer**, active listening, **Scripture**, and compassionate biblical encouragement.
 - Recorded confidential interaction details in databases, following documentation standards and privacy expectations.
 - Presented Gospel guidance when appropriate, using respectful language and approved ministry procedures.
 - Escalated sensitive requests through established channels, helping protect callers and maintain service quality.
 - Maintained training and workflow documents that improved consistency for ministry service delivery.
 - Adapted priorities during busy periods, scheduled coverage changes, **weekends**, **Sundays**, and holiday support needs.

LANGUAGES



MY CAREER



- Prayer Support Associate, Remote Prayer Ministry at Harbor Light Prayer Network (1.9 Years)
- Telephone Ministry Associate, Caller Support at Graceway Community Outreach (1 Years)

LEADERSHIP & AWARDS

- Recognized by ministry leadership for dependable prayer support and accurate confidential documentation in 2025.
- Selected for expanded service ownership after demonstrating sound judgment during sensitive caller escalations in 2024.

EDUCATION

Associate of Arts in Christian Ministry
Franklin University 🎓 GPA: 3.5 📅 2023 📍 Columbus, OH
Coursework: Biblical studies, pastoral care, Christian counseling, ministry communication

CERTIFICATIONS

- Biblical Counseling Foundations 📅 2025
- Prayer Ministry Training 📅 2024

TECHNICAL SKILLS

- **Prayer Ministry:** Active listening, prayer support, Scripture
- **Biblical Care:** Biblical encouragement, Gospel presentation, pastoral care
- **Telephone Support:** Inbound calls, caller service, telephone communication
- **Documentation Systems:** Confidential records, database documentation, operational records
- **Communication Tools:** Zoom, smartphone, telephone
- **Escalation Processes:** Approved escalation, issue resolution, sensitive requests
- **Scheduling Operations:** Overnight coverage, third shifts, weekend coverage
- **Remote Work Systems:** PC, high speed internet, quiet home office
- **Quality Practices:** Quality checks, audit readiness, documented procedures
- **Training Methods:** Ongoing training, workflow documentation, service procedures

PROFESSIONAL AFFILIATIONS

- Active participant, local Christian prayer ministry and community outreach programs.
- Member, volunteer telephone ministry network supporting faith based caller care.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST