

# Eva Sanders

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## SUMMARY

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Dedicated customer service professional with over 2 years in community outreach and support roles. Proven track record engaging with diverse populations, assisting families in navigating social service programs. Strong communicator with excellent interpersonal skills. Commitment to enhancing community welfare through effective teamwork. Experienced in conducting assessments, ensuring eligibility for assistance programs, and maintaining accurate documentation. Recognized for exceptional professionalism and the ability to maintain the organization's positive image. Eager to leverage expertise in a role that directly impacts families and promotes community resources.

## EXPERIENCE

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### Community Outreach Coordinator

January 2025 - Present

Helping Hands Outreach

Chicago, IL

Spearhead community engagement initiatives promoting utility savings programs for low-income families. Conduct eligibility assessments while upholding confidentiality in participant records. Collaborate with local government officials to enhance program visibility and improve effectiveness. Provide exceptional customer service, ensuring families understand and access available benefits.

- Launched outreach strategies benefiting families seeking financial assistance.
- Maintained detailed documentation consistent with program compliance requirements.
- Developed partnerships with local agencies to maximize resource sharing.
- Implement training sessions that boost team knowledge on community resources.

### Customer Service Associate

June 2024 - December 2024

Family Support Services

Naperville, IL

Assisted clients by clarifying social service programs and accompanying eligibility criteria. Ensured all client interaction details were accurately recorded within a secure system. Attended training workshops focused on enhancing service delivery quality and outreach effectiveness.

- Supported families in navigating complex systems for assistance.
- Accurately documented interactions, fostering trust and reliability.
- Engaged in continuous learning to better serve community needs.
- Strengthened evaluation and feedback mechanisms to improve services.

### Intern, Community Engagement

January 2024 - May 2024

Springfield Nonprofit Coalition

Springfield, IL

Facilitated outreach efforts connecting families with vital services and resources. Conducted surveys to gather community feedback, shaping responsive service implementation. Assisted in organizing events aimed at raising awareness of available community assistance programs.

- Arranged community events, increasing participation in available programs.
- Collected valuable insights through surveys influencing program adjustments.
- Participated in group brainstorming sessions, fostering innovative ideas.
- Provided administrative support improving operational cohesion during projects.

## LEADERSHIP & AWARDS

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- Recognized for Excellent Customer Service at Helping Hands Outreach.
- Recipient of the Volunteer Leadership Award from Springfield Nonprofit Coalition.

## EDUCATION

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### Bachelor of Arts in Social Work

2023

University of Illinois GPA: 3.5

Champaign, IL

**Coursework:** Community Outreach, Public Speaking, Ethical Practice, Psychological Aspects

## CERTIFICATIONS

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- Certified Community Service Specialist 📅 2024
- First Aid Certification 📅 2023

## TECHNICAL SKILLS

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- **Communication Tools:** Microsoft Teams, Zoom, Slack
- **Data Entry Tools:** Microsoft Excel, Google Sheets, Access
- **Research Methodologies:** Qualitative Analysis, Surveys, Focus Groups 1/2

- **Assessment Techniques:** Behavioral Assessment, Interviews, Case Studies
- **Outreach Strategies:** Event Planning, Direct Mail, Digital Marketing
- **Documentation Systems:** Case Management Software, Client Relationship Management Tools
- **Compliance Guidelines:** Local Policies, Federal Regulations, Organizational Policies
- **Interpersonal Skills:** Active Listening, Conflict Resolution, Empathy
- **Project Management Tools:** Trello, Asana, Monday.com
- **Presentation Software:** PowerPoint, Prezi, Canva

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## SKILLS

- Customer service excellence
- Community outreach
- Eligibility assessment
- Record-keeping and compliance
- Effective communication
- Program development
- Collaboration with agencies
- Documentation management
- Conflict resolution
- Interpersonal skills
- Training facilitation
- Client engagement
- Cultural competency
- Service delivery
- Feedback collection

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## PROFESSIONAL AFFILIATIONS

- Member of National Association of Social Workers.
- Participant in local Nonprofit Alliance meetings.

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## LANGUAGES

- English (Native)
- Spanish (Proficient)

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## ADDITIONAL INFORMATION

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

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## REFERENCES

AVAILABLE ON REQUEST