



# Eva Sanders

## Customer Service Representative

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### STRENGTHS

#### Empathy

Ability to connect with individuals facing challenges. This connection has opened many doors for respectful conversations around their needs.

#### Active Listening

Engage deeply with clients when assessing needs. Using this skill, clients often express appreciation for being truly heard.

#### Team Collaboration

Work well with diverse teams enhancing project outcomes. Peers frequently sought input on collaborative plans, valuing shared success.

#### Problem Solving

Effectively navigate obstacles during assessments. Users commend confidence in fostering resolutions tailored to their situations.

#### Organizational Skills

Maintain order in both paperwork and digital files, allowing for seamless retrieval. Often invited to share strategies on maximizing efficiency.

### SKILLS

Customer service excellence

Community outreach

Eligibility assessment

Record-keeping and compliance

Effective communication

Program development

Collaboration with agencies

Documentation management

Conflict resolution

### SUMMARY

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

#### Community Outreach Coordinator

Helping Hands Outreach | January 2025 - Present | 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

Family Support Services | June 2024 - December 2024 | 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

Springfield Nonprofit Coalition | January 2024 - May 2024 | 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

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

### EDUCATION

#### Bachelor of Arts in Social Work

University of Illinois | GPA: 3.5 | 2023 | Champaign, IL

Interpersonal skills

Training facilitation

Client engagement

Cultural competency

Service delivery

Feedback collection

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Community Outreach Coordinator at Helping Hands Outreach (1.4 Years)

● Customer Service Associate at Family Support Services (6 Months)

● Intern, Community Engagement at Springfield Nonprofit Coalition (4 Months)

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST