

CYNTHIA M. HEWENS

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HUMAN SERVICES PROFESSIONAL

SUMMARY OF QUALIFICATIONS

- Speaking
- Time Management
- Active Listening
- Social Perceptiveness
- Service Orientation

EDUCATION

Anderson University
Bachelor of Science - Human Services/ Behavioral Science

Anderson, SC
December 2012

Greenville Technical College
Associate of Science - Associates of Public Service/ Human Services

Greenville, SC
May 2009

PROFESSIONAL EXPERIENCE

Great Communication Skills

- Greeted members, answered phones, and completed contracts,
- Facilitated tours, scheduled personal training sessions.
- Referred unresolved customer grievances to designated departments for further investigation.
- Conferred with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Answered phones and greeted perspective students

Detail-Oriented

- Processed student documents relating to admissions through Microsoft Office and Datatel Software.
- Assisted with campus marketing and recruitment.
- Maintained and organized divisional mailroom.
- Planned various activities and field-trips for after-school and summer camp.
- Reinforced and coordinated student learning for grades 1 through 5.

Community-Focused

- Counseled and comforted rape victims.
- Referred clients to community resources for further assistance.
- Received Curtis Harkness Unsung Hero Award for outstanding service and contributions to the community, Greenville Technical College, and humankind.
- Collected and distributed toys for the Holiday Toy Run.
- Organized a can food drive for the Salvation Army.
- Participated in flower planting ceremony for the Summit Nursing Home.

WORK HISTORY

Bethlehem Christian Academy	Customer Service Representative	Simpsonville, SC	08/2009- 08/2013
Mauldin Sports Center	Customer Service Representative	Mauldin, SC	08/2008-06/2009
Greenville Technical College	Customer Service Representative	Greenville, SC	05/2003-06/2009
Bethlehem Baptist Church	Teacher's Aide/Tutor	Simpsonville, SC	06/2003-08/2005

CERTIFICATIONS

Greenville Technical College Certifications	Greenville, SC	2008-2009
<ul style="list-style-type: none">• Mental Health• Gerontology• Advocacy Training		
Greenville Rape Crisis/ Child Abuse Center	Greenville, SC	

HONORS & AWARDS

- Dean's List, 2011
- Unsung Hero Award, 2010

TOOLS & TECHNOLOGY

- Windows