

Willeona Hines

Overnight Camp Counselor

Rochester, MN

bammies2006@gmail.com

507-5179415

- Experienced Youth Advocate and Camp Counselor.
- Ability to interact effectively with children, youth and families from all walks of life.
- Excellent communication skills.
- Dedicated to a career in child and youth advocacy.

Authorized to work in the US for any employer

Work Experience

Overnight Camp Counselor

Camp St. Croix Youth Camp - Hudson, WI

2006 to 2009

Lead Youth Advocate

MN Adoption Resource Network - Minneapolis, MN

2002 to 2006

- Assistant Manager and Server
Dairy Queen, Boston Market, Sodexo Dining Services

Sales Associate

Victoria's Secret, T.J. Maxx

Environmental Services/Custodian

North Memorial Medical Center, YMCA

Education

General Studies

Normandale Community College

2010

Additional Information

AREAS OF EXPERTISE

YOUTH ADVOCACY

- * Over six years of experience working with youth and children, many at risk.
- * Served as a Lead Youth Advocate with MN Adoption Resource Network (MARN).
- * Interacted with legislators, judges, potential and current adoptive families to serve the needs of adopted children.

- * Created and conducted workshops for parents considering adoption as part of their required home study program.
- * Worked directly with over 200 campers aged 6-18 at YMCA sponsored Camp St. Croix Youth Camp.
- * Monitored safety and security of all campers and staff in all activities.
- * Supervised individual and group games, nature walks and activities; monitored swimming and all types of activities.
- * Counseled youth involved in the "King Leadership Program, " a 3 year program designed to make inner city, at risk youth into leaders and role models in their communities.
- * Camp Counselor for a weekly camp for children of military families whose parent(s) were deployed to remote locations. Developed skills to effectively handle separation issues.
- * Identified signs of problems in individual campers and alerted lead counselors or medical staff.
- * Handled improper behavior of campers by enforcing rules, yet turned situations into positive learning experiences.

AREAS OF EXPERTISE -
CUSTOMER SERVICE

- * Experience in providing excellent customer service to the general public in a variety of settings including retail sales, dining services and medical facilities.
- * Assisted shoppers and diners in making informed purchasing decisions.
- * Communicated effectively with customers of all ages and from all walks of life.
- * Responded to questions about merchandise or services.
- * Quickly and efficiently rang up purchases and accepted cash, credit card and gift card payments.
- * Resolved service or merchandise complaints by reviewing validity of complaints and determine solutions that satisfied customers within company policies.