

LOUIS A. VIKING

Palatine, IL 60067

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SUMMARY

Human Services Professional with experience in working with diverse populations as a community advocate, caseworker and facilitator. Excellent communication and presentation abilities. Oriented to problem solving with a flexible and positive attitude. Strong Microsoft Office skills.

PROFESSIONAL EXPERIENCE

Heartland Alliance, Chicago, IL

August 20xx to Present

Caseworker

- Provide basic advocacy, assessment and case work services to individuals, families and groups through conducting intakes and performing outreach
- Facilitate counseling, education and activity groups and create content and supplemental material to help program participants modify attitudes and patterns of behavior
- Develop and maintain resource files and assigned professional relationships with social service, government and other community organizations to enhance service delivery
- Complete necessary forms, case records and statistical reports accurately and submit documentation to manager in timely manner
- Perform community contact work on aspects of programs and cases to provide all available service to program participants

Oak Street Health, Chicago, IL

September 20xx to May 20xx

Intern

- Assisted Community Coordinators in design and execution of community health events
- Supported front desk activities including answering the phone, greeting members and performing administrative tasks
- Participated in marketing initiatives including doing presentations in the community, contributing to blog, and performed other community outreach

VOLUNTEER EXPERIENCE

Kenneth Young Center, Elk Grove Village, IL

October 20xx to Present

Benefits Aide

- Explain and assist individuals in completing State, Federal and civics benefits program applications
- Assist clients in federal and state income tax preparation

EDUCATION

Harper College, Palatine, IL

Associate in Applied Science: Human Services Degree

May 20xx

PROFESSIONAL AFFILIATIONS

National Organization for Human Services (NOHS)