

**LOUIS A. VIKING**  
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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  
**Caseworker**

20xx to Present

- Provide basic advocacy, assessment and case work services to individuals, families and groups through conducting intakes and performing outreach opportunities
- 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  
**Intern**

20xx

- 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

## **EDUCATION**

Harper College, Palatine, IL  
**Associate in Applied Science: Human Services**

May 20xx

## **VOLUNTEER EXPERIENCE**

Kenneth Young Center, Elk Grove Village, IL  
**Benefits Aide**

20xx to Present

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

## **PROFESSIONAL AFFILIATIONS**

National Organization for Human Services (NOHS)