

RESUME

KRYSTLE JEANNELE LOFTON, M.A.



CAREER GOAL

Seeking professional opportunities as a multi-tasking and time efficient, highly motivated, personable, social science professional - where my successful five-year track record of community advocacy, case management, and program development, as well as demonstrated history of producing training resources, developing community interventions, and youth awareness programs can be fully utilized.

EDUCATION

BOWIE STATE UNIVERSITY
MA - Counseling Psychology 2015

Bowie, MD

BETHUNE-COOKMAN UNIVERSITY
BS - Psychology 2006

Daytona Beach, FL

PROFESSIONAL WORK EXPERIENCE

CAPITAL COMMUNITY SERVICES LLC

WASHINGTON, D.C.

Coordinator of Consumer Relations, October 2013 – May 2015

- Initiated, developed, and implemented Community Development Program which improved consumer services by 25%.
- Facilitated weekly group counselling sessions focused on sexual health and women issues.
- Created assessment tools and interpreted data to identify needed areas of improvement.
- Maintained caseload of 42 clients and 72 hours documentation.
- Secured services and obtained community resources for high risk clients.
- Provided basic mental health counseling services to adults with behavioral diagnosis.
- Developed content specific treatment plans outlining goals and objectives.
- Performed initial and follow-up assessments to determine level of service and researched available community alternatives.
- Formed client council and improved communication between company and clients by creating monthly newsletter.

FAIRFAX COUNTY OFFICE FOR CHILDREN

FAIRFAX, VA

School-Aged Child Care Teacher I, October 2010 – October 2013

- Planned, prepared and implemented curriculum based activities and projects for groups of elementary school-age children enrolled in the county after-school program.
- Researched and utilized non-profit and community services to financially support outreach and educational programs.

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- Created and implemented community service activities which introduced youth to elderly within the community.
- Scheduled monthly field trips and weekly excursions to enhance overall learning experience.
- Created innovative after school outreach initiatives designed to educate youth on pro social behavior, self-esteem, and body image.

DEPARTMENT OF NAVY CHILD DEVELOPMENT CENTER BETHESDA, MD

Child and Youth Program Lead, September 2009 – October 2010

- Conducted weekly evaluations on children progression with developmental markers and recommended programs to detect signs of mental illness and emotional disorders.
- Assisted in the implementation and staff training of Creative Curriculum.
- Oversaw staff of 8 and provided professional encouragement and supervision.
- Provided and evaluated quality care children and analyzed the overall development of new safety procedures in accordance with National Association for the Education of Young Children (NAEYC).
- Purchased materials and budgeted allocated funds.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES HOUSTON, TX

Adult Protective Services Case Manager I, April 2008 – September 2009

- Investigated allegations of abuse, neglect, and exploitation of elderly and disabled adults in the community.
- Implemented a community development initiative which assisted families in finding housing and medical funding through non-profit agencies.
- Assisted in the creation of program database, which kept up-to-date records and documented community resources.
- Participated in the development of community education and awareness programs to educate clients on community resources.
- Conducted intake assessments and home interviews to recommend treatment options.
- Used information from service providers and psychological reports to format case evaluations and arrange emergency placement of children and families.
- Conducted intake and follow-up assessments for families in underserved communities.

MEMBERSHIPS/CERTIFICATIONS/AWARDS

GOLDEN KEY HONOR SOCIETY – Member

CAPITAL COMMUNITY SERVICES, LLC – Certificate for Excellence for Going Beyond and Above the Call of Duty in Seeing All Assigned Consumers in the Quality of Care and Quality of Documentation

**CODE OF CONDUCT CORPORATE COMPLIANCE PROGRAM TRAINING
CERTIFICATION** - Capital Community Services, LLC

CAPITAL COMMUNITY SERVICES, LLC – Certificate for Excellence for Seeing All Assigned Consumers in the Quality of Care and Quality of Documentation

COMMUNITY INVOLVEMENT

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| <ul style="list-style-type: none">• BOWIE STATE UNIVERSITY
President, African Psychology Student Association, Present | BOWIE, MD |
| <ul style="list-style-type: none">• SISTERS INFORMING SISTERS
HIV/ AIDS group facilitator, Volunteer, 2007-2009 | HOUSTON, TX |
| <ul style="list-style-type: none">• PLANNED PARENTHOOD
Health Center Advocacy, Volunteer, 2003 - 2006 | DAYTONA BEACH, FL |
| <ul style="list-style-type: none">• STUDY OF AFRICAN AMERICAN LIFE AND HISTORY
President, Mary McLeod Bethune Chapter, 2004 – 2006 | DAYTONA BEACH, FL |

REFERENCES PROVIDED UPON REQUEST