

# Susan Sparks

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## EDUCATION

**The Pennsylvania State University**, College of the Liberal Arts  
Bachelor of Arts in Psychology  
Minors: Human Development and Family Studies; Sociology

**University Park, PA**  
Graduation: May 2023  
GPA: 3.31 / 4.00

**Relevant Courses:** *Basic Counseling Skills, Multicultural Psychology in America, Development through Adulthood*

## RELATED EXPERIENCE

### Centre Helps

**State College, PA**

*Trainer*

*January 2022 – Present*

- Implement and facilitate the 120-hour training program for 8 Centre Helps Hotline Counselors, evaluating trainees and providing feedback throughout the training process
- Serve as trainee gatekeeper and supervisor, evaluating permission to interact with clients at the hotline and drop-in center, and supervising probation process.
- Provide ongoing reports to the staff during meetings to ensure consistency and to keep staff updated to the training program.
- Work with the training committee and program manager to select, update, revise, and purchase training materials
- Compose the schedule for the training period including meeting dates, due dates, role plays, special sessions, etc.
- Maintain a minimum of 2 hours/week on hotline and attend all staff meetings unless excused.

*Hotline Counselor*

*August 2021 – Present*

- Provide unbiased, non-judgmental support and education to hotline callers by validating feelings and positively reinforcing self-knowledge and interpersonal skills.
- Help hotline callers navigate mental health crises, concerns about medical expenses, homelessness, abuse, addiction, and more
- Refer callers to appropriate community resources when appropriate
- Participate in two-day Applied Suicide Intervention and Skills Training (ASIST) certification, reflecting the most current research related to suicide prevention and intervention
- Obtained 120 training hours, and pass probation period, effectively serving as an empathetic counselor for 24/7 crisis hotline.

## LEADERSHIP EXPERIENCE

### Red Cross Club

**University Park, PA**

*Vice President*

*January 2021 – Present*

- Planned, implemented, and organized 25 total blood drives at the university per semester, raising over 1000 units
- Facilitated weekly meetings with up to 30 participants, encouraging participation based on club values

*General Member*

*August 2019 – Present*

- Participated in weekly meetings volunteer to staff on-campus blood drives

## WORK EXPERIENCE

### Pollock Dining Commons

**University Park, PA**

*Residential Dining Server*

*August 2019 – February 2020*

- Maintained sanitary conditions to management standards within the cafeteria area
- Provided high quality customer service to student patrons during high volume serving times

## CERTIFICATIONS

**QPR Suicide Prevention Training** | Jana Marie Foundation

Expires: June 2024

**First Aid and CPR / AED** | Red Cross

Expires: April 2023

## SKILLS

**Language Skills:** English (fluent), German (Intermediate)