

# Jennica Gebran

Edmonton, AB | (780) 777-7622 | jennica@live.ca

## PROFESSIONAL QUALIFICATIONS

- Offering **1** year of combined **experience** in crisis intervention, domestic violence and counselling techniques
- 10+ years of **customer service and hospitality** experience, specifically building rapport with customers of diverse backgrounds
- Possess **Addictions and Community Service Worker** diploma including 300 practicum hours
- Practical ability to plan and implement group workshops; Strong knowledge of child development and parenting skills through lived experience and self-research
- Excellent interpersonal and communication skills both written and oral
- Current driver's licence, Criminal Record Check, and Child Welfare Intervention Record check
- Strong knowledge of MS Word and MS Excel; above average keyboarding skills

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## EDUCATION

**Addictions and Community Service Worker Diploma**  
*CDI College, Edmonton, AB*

2018

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## PROFESSIONAL SKILLS

### Addictions and Community Service Worker Skills

- Knowledge of addiction and mental health first aid
- Practical ability to plan and implement group workshops
- Excellent knowledge of community resources and ability to make appropriate referrals
- Empathetic interviewing skills with a strong ability to build rapport amongst a diverse group of clientele
- Strong organization skills with the ability to handle stressful situations in a calm and controlled manner
- Knowledge of various drugs and effects on the body, both mentally and physically
- Strong knowledge base of Abstinence based and Harm Reduction values
- Demonstrated ability to accurately document case notes and log notes

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## PROFESSIONAL EXPERIENCE

### Counselling Assistant (Practicum Student)

2018

*Alberta Hospital, Edmonton, AB*

- Assisted with individual interviews and group workshop facilitation; accurately documented client notes in case file; Facilitated group workshops of 10 – 15 clients
- Determined client needs, provided information and referred to appropriate community resources
- Mindfully dealt with crisis situations using counselling strategies to ensure client's health and safety
- Participated in follow up with clients and provided further support using empathy

### Sales Associate

2019 - 2021

*Glass Earth Inc, Edmonton, AB*

- Provided excellent customer service, knowledge about various plants and products to assist customers with their questions.

**Server | Red Robin Restaurant, Edmonton, AB**

2015 - 2017

**Assistant Manager | Liquor Barn, Edmonton, AB**

2012 - 2013

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## CERTIFICATIONS

**Mental Health First Aid Certificate**

2018

**Family Violence 101 Certificate**

2017