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Career Profile

Over 8 years' experience as a BBS registered Associate Professional Counselor (APC5705). Strong focus in Public Health, Criminal Rehabilitation, Crisis Residential, Adolescent Treatment, Mobile Crisis, and Assisted Living. My career includes 25 years in high-ticket sales, staff development, communications, and technology.

Professional Experience

Behavioral Health Clinician I – Prevention & Intervention | Community Counseling Supportive Services
Orange County Health Care Agency (OCHCA) – Orange, California 2023 - Present

- Solution Focused therapy - 19 participants with a history of Domestic Violence, early childhood trauma, and PTSD.
- Specializing in the LGBTIQ+ community and clients with mild to moderate behavioral health conditions.
- Weekly individual, triadic and group supervision with two licensed Ph.D. LMFTs.
- Trauma-informed care reducing stigma through psychoeducation and community outreach.

Behavioral Health Clinician I – Covid Disease Response Unit | Isolation & Quarantine Team Lead | VAX Call Center
San Francisco Department of Public Health (SFDPH) – San Francisco, California 2021 - 2023

- Coordinated food, hotel accommodations, and cleaning supplies for 1k+ cases and families positive for COVID19.
- Liaison between CICT Team and the Office of Workforce Development for Financial Aid and Meals On Wheels.
- Secured appointments for the Vaccine Call Center providing psychoeducation to resistant contacts.
- Trained and managed 11 SFSU Nursing students utilizing CalConnect developed by Salesforce.com.

APC SUD Counselor – San Quentin State Penitentiary | Integrated Substance Use Disorder Treatment
Center Point, Inc. – Larkspur, California 2020 - 2021

- Participated in extensive 4-month training | 65 Department of Corrections & Rehabilitation (CDCR) clinicians.
- Facilitated packet work for 11 inmates: coordinated assignments, progress notes and treatment plans.
- Maximum Security - "D-Block": teaching Life Skills during COVID, pre-vaccine early release to reduce recidivism.

APC Mental Health Counselor – Casa Rene | Crisis Residential Treatment
Bucklew Programs – Kentfield, California 2018 - 2020

- Individual and Group therapy (1280 hrs.) with Marin County's homeless & residents discharged from 5150.
- Medi-Cal documentation and Medication Assisted Treatment - 10-bed co-ed facility Medi-Cal funded up to 30-days.
- Voluntary program facilitating a home-like setting while helping clients stabilize from crisis or Domestic Violence.

LPPC Master's Internship – Paradigm San Francisco | Adolescent Treatment Program
Paradigm Malibu – San Rafael, California 2017 - 2018

- Individual & Family therapy - 15 weekly multi-family presentations for psychoeducation and discharge planning.
- Residential treatment program with adolescents suffering from anxiety, complex crisis, game addiction, substance abuse, self-harm and eating disorders. (Groups, music, art, equine, yoga, and water sports.)
- Assisted 12 co-ed participants with daily activities and facilitated short-term Case Management.

LPPC Master's Internship – San Francisco Department of Public Health (SFDPH) | Adult & Child Mobile Crisis
Comprehensive Crisis Services – San Francisco, California 2016 - 2017

- Assisted with 5150 assessments for Adults & Children throughout San Francisco and triaged Crisis Line response.
- Counseled 3 victims of gang related homicide, attempted suicide, and domestic violence with minors.
- Supported de-escalation of conflict with SFPD responding to individuals posing a danger to themselves or others.

LPPC Practicum – Senior LGBT Individual Therapy | Assisted Living
AgeSong at WoodPark – Oakland, California 2016 - 2016

- Enrichment activities offering meaningful engagement for 83 residents at all levels of participation.
- Provided Individual therapy for an LGBT client struggling with forgetfulness, cirrhosis, and depression.
- Consulted with family members, caregivers and staff to improve client communication.

Crisis Counselor – Crisis Plan Partnership with Buckelew Programs | Crisis Residential
Community Action Marin – San Rafael, California 2015 - 2016

- Developed Crisis Plans & linking community resources having a positive impact on recovery at a Crisis Residential.
- Consulted with potential clients & family members about Casa Rene’s benefits post 5150 at Marin General Hospital.
- Facilitator for Buckelew Programs’ crisis stabilization Alumni Meeting, maintaining social skills after discharge.

Freelance Consultant – Customer Relationship Management (CRM) | Salesforce.com
Fox Consulting – Laguna Beach, California 2008 – 2015

- Implemented Salesforce.com and trained groups of 10+ users.
- Consulted with small business owners to generate leads through outbound calling campaigns building customer bases.

Sales Manager – Customer Relationship Management (CRM) | Mid-market Salesforce.com Reseller
Integrated Sales Management (ISM) – Irvine, California 2004 – 2008

- Introduced A & B level Executives to Customer Relationship Management (CRM) and Salesforce.com.
- Generated an average of 300 leads per month | \$2 million in CRM sales annually by 2008.

Supervisor | Long Distance Call Center Management
American Teleservices, Inc. - U.S. Telecom – Irvine, California 2002 – 2004

- Hired, trained, and supervised 130 reps at U.S. Telecom's call center marketing Long Distance services.
- Sales script development | employee conflict management | high turnover environment.

Senior Consultant | Electronic Medical Record Sales & Marketing (EMR)
DataMed Forms & Software, Inc. - Dr. Notes Software – Fort Lauderdale, Florida 1999 – 2002

- Launched the first U.S. Patented Electronic Medical Record software to physicians in 6 medical specialties.
- Closed \$900,000 in 12 months | Trained 100+ users and 40 new employees | US medical convention presentations.

Account Executive – Central Coast’s Leading Internet Service Provider (ISP)
Silicon Beach Communications – GTE partnership ISP | ADSL Service Rollout - Santa Barbara, California 1998 – 1999

- Introduced California’s first ADSL service to 300+ commercial accounts and residential customers.
- Exceeded quotas & overrides for 3 consecutive quarters, and 4 times in fourth quarter 1999.

Account Executive – Patient Education Technology
Computer Visualizations, Inc. – ACOG PACE™ - Honolulu, Hawaii 1995 – 1997

- Marketed the American College of Obstetricians and Gynecologists’ Patient Education & Informed Consent system educating women about OB topics and surgical procedures to reduce malpractice.
- Closed \$750,000 in hardware/software solutions and presented at OBGYN conferences throughout the US.
- Installed kiosks & trained users in private practice, hospitals, Naval Hospital 29 Palms and Tripler Army Medical.

Education

California School of Professional Psychology (CSPP) – LPCC Master’s Program - 2018
 University of Colorado at Boulder (CU) – B.S., Entrepreneurship and Small Business Management -1992
 Hawaii Preparatory Academy (HPA) - 1988

Certificates

Helping Men Recover – A UCLA Program for Treating Addiction | California Department of Corrections & Rehabilitation – 2021
 Texas Christian University – Getting Motivated for Change, Understanding Anger, Parenting Inside Out (PIO) – 2021
 Social Media Marketing Certificate – San Francisco State University | Graduate Business Programs – 2014
 Landmark Education – The Forum for Personal and Professional Growth - 2007

References Available Upon Request