

# EMILY NAVARRO

## Domestic Violence Case Manager



(312) 555-0347



emily.navarro@email.com



Chicago, IL

### Education

#### Bachelor of Social Work

University of Illinois at Chicago, IL (2025)

#### Additional Training

Domestic Violence Advocacy Certification (Illinois Coalition Against Domestic Violence)

Mental Health First Aid Training (National Council for Mental Wellbeing)

### Skills

Crisis intervention and trauma-informed care 

Client advocacy and safety planning 

Domestic violence laws and protective orders 

Community resource coordination 

Strong interpersonal and de-escalation skills 

### Languages

-  Fluent in English and Spanish
-  Basic proficiency in American Sign Language (ASL)

### Professional summary

Empathetic and highly motivated social work graduate with experience assisting survivors of domestic violence. Skilled in crisis response, client advocacy, and trauma-informed care. Committed to supporting individuals in rebuilding their lives through tailored service plans and community resources.

### Experience

#### The Chicago Women's Shelter

January 2025 - May 2025

Chicago, IL

#### Domestic Violence Shelter Intern

- Provided emotional support and safety planning assistance to individuals fleeing abusive situations.
- Assisted in processing emergency shelter applications, ensuring a smooth intake process for survivors.
- Coordinated with legal aid organizations to help clients obtain protective orders and navigate court proceedings.
- Maintained detailed case notes while adhering to confidentiality policies and trauma-informed care practices.

#### Target

June 2023 - December 2024

Chicago, IL

#### Retail Sales Associate

- Assisted customers with product selection, ensuring high levels of satisfaction and engagement.
- Managed stressful situations, including conflict resolution between customers, with professionalism and empathy.
- Maintained financial accuracy by processing transactions and balancing cash registers at the end of shifts.
- Worked closely with team members to organize merchandise, maintain store cleanliness, and improve shopping experiences.