**Hayden Gwendolyn Raffety**

She/Her
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**Professional Summary**

Detail-oriented and strategic professional with experience in virtual platform coordination, project development, and contract management. Adept at ensuring compliance with organizational standards, virtual platforms/technologies, overseeing contract execution, and managing schedules. Proven ability to handle multiple tasks efficiently while maintaining high standards of accuracy and professionalism.

**Work Experience**

**Carelink/Opioid Treatment Providers of Georgia (OTPG)**, Remote, GA
**Zoom Technician for Medication for Opioid Use Disorder (MOUD)/Workforce Development Training Series, supported by OTPG, Department of Behavioral Health and Developmental Disabilities (DBHDD), & Carelink of GA**
*March 2024 – August 2024*

* Provided comprehensive tutorials and support for virtual trainers on platforms such as Zoom and Teams.
* Developed and maintained training schedules, prepared technical setups, and implemented necessary restrictions for seamless virtual presentations on Zoom and Teams.
* Monitored and managed live sessions, including mic checks, screen sharing, video recording, technical restrictions, video playbacks, chat management, dictation, time monitoring, admitting/muting/cancelling entries or attendees via trainer instruction, monitored presentation tools and gadgets, managed real-time virtual correspondence.
* Conducted audits of trainer submissions and processed feedback to enhance presentation quality.
* Processed feedback and evaluations related to the quality of live presentations, including constructive commentary when required.
* Developed program outlines and presentations.
* Reviewed trainer contracts, ensuring compliance with organizational requirements.

**Lanier College and Career Academy**, Gainesville, GA
**School Counseling Intern**
*January 2024 – April 2024*

* Developed and implemented safety plans, facilitated individual and group therapy sessions (including dialectical skills, safety, career planning, bullying, etc), oversaw the cafeteria during lunch, chaperoned field trips, and supported the emotional needs of High School students within the Hall County school system under the direction of an LPC.
* Organized and executed student events, creating impactful life skills pamphlets and enhancing student support.
* Advocated for student success, contributing to overall well-being and educational outcomes.

**BIA Charter School**, Norcross, GA
**School Counseling Intern**
*August 2023 – November 2023*

* Designed and executed safety plans, provided individual and group therapy, and created educational lessons on topics such as cyberbullying in a K-8 elementary and middle school setting.
* Advocated for students and fostered a supportive environment to promote their success.

**Key Autism Services**, Lawrenceville, GA
**Registered Behavior Technician**
*February 2023 – September 2024*

* Implemented care and behavior modification strategies based upon a treatment plan developed by a master’s level BCBA. Worked directly with autistic spectrum youth, ages 6-13. Wrote timely and accurate case notes which consistently received positive feedback from supervisor. Provided feedback and data to inform personalized service plans for clients.
* Provided one-on-one instruction in social skills and behavior modification, maintaining detailed session notes and safety lessons.

**Creative Enterprises, Inc.**, Lawrenceville, GA
**Direct Support Staff**
*May 2015 – March 2021*

* Developed and conducted engaging classes and activities for disabled adults, enhancing their participation and enjoyment. Engaged clients in learning lessons about music, crafts, math, budgeting, health, pop culture, music, etc.
* Provided transportation on a C-Class 14 passenger bus for outings and activities with no accidents or driving infractions.
* Recorded incident reports and employed de-escalation techniques with unstable patients when required.
* Maintained detailed records and notes on individual progress and activities.

**Skills and Qualifications**

* **Technical Proficiency**: Advanced knowledge of virtual platforms (Zoom, Teams), Microsoft Office Suite, Java, JavaScript, HTML, Adobe Premiere Pro, Final Cut Pro, After Effects, Photoshop, Illustrator, Pro Tools, Podcasting, Videography, and proficient on all social media platforms.
* **Communication**: Empathetic communicator with experience in counseling, training, and support. Organized, task-driven, team player who appreciates specific instruction and feedback from superiors.
* **Contract Management**: Successfully manages, reviews, and audits contracts to ensure compliance.
* **Project Development**: Skilled in strategic planning, scheduling, and project coordination.
* **Attention to Detail**: Thorough and detail-oriented with a focus on accuracy and quality.
* **Organizational Skills**: Proficient in coordinating schedules, meeting deadlines, and handling multiple tasks.

**Education**

**University of Southern California**, Los Angeles, CA

**Master of Education: School Counseling**
*Graduated – May 2024*

**Georgia State University**, Atlanta, GA
**Bachelor of Arts: Film and Video with a Minor in Music**
*Graduated – December 2017*

**Additional Skills**

* **Software Proficiency**: Word, PowerPoint, Excel, Java, JavaScript, HTML, Adobe Premiere Pro, Final Cut Pro, After Effects, Pro Tools, Photoshop, Illustrator.
* **General Knowledge**: Music Theory, Sheet Music Reading. Plays 5 Instruments

**Community & Organization Involvement**

**PFLAG**, Sandy Springs and John’s Creek, GA
**Facilitator and Social Media Manager**
*July 2021 – Present*

* Led support group discussions for LGBTQIA2S youth and their families, managed social media for Sandy Springs PFLAG Facebook group, organized outings and group activities.

**BCM at Georgia State**, Atlanta, GA
**Sound Board Operator and Worship Coordinator**
*January 2014 – December 2017*

* Operated soundboard and coordinated worship services, enhancing the audio experience for Tuesday evening services and special events.

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