

## **MACKENZEE PEEKS**

**(904)735-9855**

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I am a mental health, education, and human services professional with years of experience working in a variety of fast-paced environments. My core competencies include human services, learning and development, organization, problem solving, clerical work, and community engagement, as well as excellent communication and time management skills. I also make it my top priority to handle tasks with accuracy and efficiency.

## **EXPERIENCE**

**MAY 2022 – JUNE 2023**

### **CASE MANAGER, AFP INC., CARTERSVILLE, GA**

Assisted families and individuals with locating affordable housing, living resources and education, ensured clients followed all requirements for individual specific programs, communicated with therapists and law enforcement regarding clients when necessary, assisted with goal planning and budgeting with clients, documented all communication and occurrences in database

**DECEMBER 2021 – MARCH 2022**

### **CASE MANAGER, ADVOCATES FOR CHILDREN, CARTERSVILLE, GA**

Negotiated housing contracts for marginalized and disabled clients, completed intake with clients, located resource partnerships with local and nationwide organizations, completed individual service plans with clients, provided extensive case management for homeless youth for a government funded housing program, provided resources to clients for their mental health, educational, professional and housing needs, inputted client information into government database, completed individual service plans with clients regularly

**JUNE 2019 – AUGUST 2021**

### **PROGRAM COORDINATOR/CASE MANAGER, ANIEKA'S HOPE FOUNDATION, CARTERSVILLE, GA**

Developed partnerships that aligned with program mission, planned and promoted program events, provided resources and support for troubled youth and children with developmental disabilities, provided accurate and efficient program placement for mental health and educational needs, assisted with academic and social tasks for program participants

**MAY 2016 – APRIL 2019**

### **EXECUTIVE ADMINISTRATIVE ASSISTANT, J. ALDRICH PHOTOGRAPHY, CARTERSVILLE, GA**

Served as the main point of contact for CEO, handled expense reports and payments, conducted interviews with potential employees, responded to emails and inquiries in a timely manner, planned and scheduled business meetings and events, operated telephones provided service information and scheduled appointments, transmitted information via computer and fax, resolved customer complaints

**JANUARY 2016 – MAY 2017**

**RECEPTIONIST/LEAD OFFICE ADMINISTRATOR, PROFESSIONAL & TAX SERVICES, ROCKMART, GA**

Prepared appointments and organized schedule for entire office, handled payroll for all employees, created spreadsheets and presentations for company, served as the main point of contact for office, maintained company website, handled calls and payments, interviewed potential employees

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**EDUCATION**

**FEBRUARY 2023 –**

**REGISTERED BEHAVIOR TECHNICIAN CERTIFICATE, AUTISM PARTNERSHIP FOUNDATION, ONLINE**

**AUGUST 2018 – MAY 2021**

**BACHELOR OF SCIENCE IN PSYCHOLOGY, GEORGIA STATE UNIVERSITY, ATLANTA, GA**

Completed a Bachelor of Science degree in Psychology

**MAY 2018**

**HIGH SCHOOL DIPLOMA, WOODLAND HIGH SCHOOL, CARTERSVILLE, GA**

Completed general studies curriculum and college level courses

**MAY 2018**

**DUAL ENROLLMENT PROGRAM, CHATTAHOOCHEE TECHNICAL COLLEGE, MARIETTA, GA**

Completed 30 hours of college coursework while finishing high school

**SKILLS**

Payment processing

Invoice handling

Negotiation

Networking

Organizational skills

Time management

Team player

Multitasking

Customer and personal service

Great oral and written communication skills

Troubleshooting

Persuasion

Clerical

Active listening

Education and training

Onboarding