

## Patience Brooks

pbrooks2@u.rochester.edu - (607) 371- 1689 - Rockford, Il.

### Skills

#### **Google Analytics Certified**

**Social media and email fluency:** Facebook, Instagram, Snapchat, Twitter, Tiktok.

**Communications:** Journalism training, email communications, CRM experience, 80+ WPM.

**Leadership:** Strong project management, onboarding new hires, community directive.

### Work History

#### **Domestic Violence Advocate, 03/2021- Current**

Remedies Renewing Lives- Rockford, Il.

- Case management for 50+ clients at any given time
- Flexibility with providing in person or telecommunication care
- Level-headed and client-driven crisis support
- Proven attention to confidentiality and accurate records

#### **Scheduling Agent, 03/2020 to 02/2021**

Red Roof Inn- Rockford, Il.

- Provide thorough customer service and problem solving for diverse clientele
- Navigate complex computer systems and troubleshooting for clients
- Proven success self-managing remotely

#### **Media and Outreach Consultant, 07/2016 to 05/2019**

RCL Period Project- Rockford, Il.

- Maintained social media presence and company communications
- Oversaw community outreach events
- Created advertisements and informational pamphlets
- Delegated tasks for new volunteers
- Directed monthly team meetings

#### **Cashier, 01/2016 to 09/2018**

University Of Rochester Dining Services- Rochester, NY.

- Worked unsupervised and independent shifts, including opening and closing
- Handled the register, product management, customer service, and equipment checks

### Education

#### **University Of Rochester- May 2019**

BA: Gender, Sexuality, and Women's Studies, GPA: 3.6, Summa Cum Laude.

BA: English: concentration in Language, Media, and Communications

*Achievements:* Social media chair for D'Lions Organization, Recipient of the Eva Litchfield Hall Scholarship and the Frederick Douglass and Susan B. Anthony Award.