

Carol Van Atta

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Objective

To obtain a position where I can utilize my compassion for people, creativity, and excellent communication and program development abilities to impact and improve the lives of others, both personally and professionally.

Summary of Qualifications

Communication, Marketing, and Management Skills:

- ◆ 20 years of customer service/sales experience
- ◆ 15 years of management, training, and supervisory experience
- ◆ 7 years of career development experience
- ◆ 3 years as Director of Placement/Marketing
- ◆ Strong oral presentation/teaching skills
- ◆ Dynamic and creative marketing plans
- ◆ Incredible ability to relate to, encourage, motivate, and counsel others (all ages)
- ◆ Excellent communication techniques (oral and written)
- ◆ Kindhearted, serve with compassion

Computer and Technical Skills:

- ◆ Windows 95/98/2000/ME
- ◆ Microsoft Word, PowerPoint, Publisher, Excel
- ◆ Microsoft Outlook Database/email
- ◆ Keyboard speed 65 wpm.
- ◆ FoxPro/Database
- ◆ AMS Treatment tracking software
- ◆ Microsoft Access database
- ◆ Internet research abilities
- ◆ Trained customers on all Rentrak computer software via telephone
- ◆ Radio copywriting and voicing commercials

Professional Training

Portland State University--
Major: Social Work

(1982-1985)

Western Business College--

Automated Office Technology (Graduated with Honors/ Top of the class!)

(1993-1994)

Artful Askers Grant Writing Program

(2005)

Mission Increase Development and Grant Writing Workshops

(2005)

Certified State of Oregon Return to Work Specialist

(Current)

Certified Ready to Rent Instructor

(Current)

Professional Experience

Bethany House, Inc.

Outreach & Development Coordinator, Assistant to Executive Director

(2005 to present)

Served as the key support person to agency Founder and Executive Director. Created and prepared press release packets, wrote articles for publication, developed grant proposals, managed extensive donor database, created monthly partner letters and newsletter pieces for publication and fundraising. Acted as agency outreach representative, speaking at churches, networking events, and community groups on behalf of Bethany House, a maternity program for single, pregnant teens. Assisted in resident review, counseling, and group facilitation. Created and reviewed curriculum for related recovery groups. Co-facilitated Radiothon fundraiser, including scheduling volunteers, and radio copy writing. Co-planned and co-directed yearly fundraising banquet. Performed numerous administrative duties and client support tasks as needed.

CODA, Inc.

Client Employment Advocate/Vocational Counselor (2003 to 2005)

Managed Work in Recovery Department. Created and developed all curriculum for new I-Tax *Work In Recovery* Program. Developed computer database tracking system. Directed clients in determining employment and vocational goals. Acted as a liaison to various community agencies and professional groups to recruit clients and share agency information. Created brochures, flyers and other marketing materials. Assisted a highly diverse client population with numerous barriers to employment including drug addiction, homelessness, criminal backgrounds, disabilities, and staggering low self-esteem. Contacted and met with employers to locate appropriate job opportunities for those involved in *Work In Recovery* program. Conducted one-on-one counseling sessions and employment assessments with clients to determine strategies for career development and ongoing recovery goals. Participated in ongoing research for serving at-risk populations. Conducted weekly job skills training groups, WIR support groups, and served over 100 clients regularly.

Portland Habilitation Center (PHC)

Recruiting Consultant/Housing Intake Coordinator (2002-2003)

Promoted the opportunities for training and employment within our non-profit organization. Contacted numerous agencies via telephone, in person, and email. Scheduled job fair functions, meetings with agencies, and other employment services--including Colleges, Universities, Worksource Centers, Onestops, and Employment Offices in Oregon and Washington. Scheduled and attended appointments, prepared literature, marketing and information materials, and flyers for distribution. Met individually with clients to determine employability and/or eligibility for program services. Writer/Contributor for company newsletter. Worked extensively with adults with disabilities, and individuals with barriers to employment and housing. Acted as a liaison between adults seeking low-income housing, and other non-profit agencies. Maintained apartment waitlist, database, and housing records. Researched and implemented outreach to related agencies with PHC's goals and services. Dealt with issues, such as unemployment, financial hardships, disabilities, and homelessness.

NW Technical Institute

Director of Career Development and Marketing (1999-2002)

Developed new curriculum for student job development and training. Conducted training classes with focus on positive attitude, communication, interview techniques, resume writing, and other fundamental job search techniques. Counseled and encouraged students as needed. Created and maintained student database filing system. Served as a liaison between students, vocational counselors, and employers. Contacted employers by phone, fax, Internet, and by mailers. Worked with vocational counseling services to monitor and develop appropriate job development plans for graduates. Represented NW Technical at industry conferences. Traveled to various agencies to market and discuss our training program's benefits. Wrote monthly Newsletter, including research, interviews, and commentary.

Rentrak Corporation

Customer Service Representative/Computer Software Program Trainer (1994-1999)

Transaction Processing Representative

Assisted Customers with product selection, computer software training, budgeting, and troubleshooting. Dealt with and resolved customer concerns and questions. Maintained high sales and solid reputation with all my accounts. Trained new Customer Service Reps. Input data, maintained database, investigated missing detail, matching of all transactions, and researching other computer related issues. Managed extremely high volume of customer phone calls daily.

Special Interests and Related Activities

- Specialized training/qualifications aiding adults in crisis situations
- Fiction and business writing, novel and articles sold for publication
- Small group leader and teacher for codependency recovery
- Radio spokesperson, voice radio commercials
- Developed program curriculum, study tools, and workbooks
- Public Speaker for groups, classes, retreats, conferences
- Former member of Bethany House's Board of Directors
- Speech writing and presentation preparation and planning