

# LAKESHA M. LAVALLIE

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## SUMMARY

- Bachelor of Social Work student in a CSWE accredited program seeking an internship to fulfill academic program requirements.
- Knowledge of the National Association of Social Workers (NASW) professional Code of Ethics and the application of evidence-based research.
- Experience providing resources, services, and partnering with community agencies to empower families from diverse cultural backgrounds to overcome challenges.
- Communicate with respect and compassion, adhere to privacy and confidentiality guidelines, and clearly document meetings.
- Volunteer experience providing social support and companionship to elderly nursing home residents.

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## TECHNOLOGY

Microsoft 365 Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Teams; Zoom; Canvas

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## EDUCATION

### Bachelor of Social Work

Walden University | Minneapolis, MN | Expected: 2026

CSWE accredited program

### Associate of Arts in Human Services

Stanly Community College | Charlotte, NC | 2021

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## CERTIFICATION

### CPR Certification

American Red Cross | 2021

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## SELECT SOCIAL WORK COURSES

Human Behavior in the Social Environment I & II

Basic Skills for Social Work Practice

Generalist Practice I – Individuals/Families

Generalist Practice II- Groupwork/Team Collaboration

Generalist Practice III- Communities/Organizations

Policy and Advocacy

Diversity and Multiculturalism

Social Work Research

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## PROFESSIONAL EXPERIENCE

### Family Support Worker

Southeast Community Resource Center | Charlotte, NC | Jun 2023 - Present

- Collaborate with government agencies and local nonprofits to establish an extensive network of family support resources related to housing, healthcare, mental health, education, daycare, transportation, and employment.
- Build relationships across multiple internal departments and external organizations through virtual and in-person meetings to foster innovative collaborations, enhance services, and remove barriers.
- Maintain an organized and up-to-date list of resources and contacts in SharePoint for staff and print versions for families.
- Complete intake evaluations for approximately 12 new families per week to determine and prioritize goals and refer families to appropriate services.
- Express warmth and compassion in communications with community members and foster a collaborative approach with colleagues.

**Customer Services Representative**  
RealMart | , Charlotte. NC | Aug 2020 - May 2022

- Efficiently handled up to 18 exchanges, returns, and refunds per hour in compliance with company policy.
- Listened carefully to customer complaints and proceeded with steps to resolve issues or escalate to management.
- Collaborated with team members to ensure customers received timely, effective, and efficient service.
- Participated in 8 hours of training on steps to provide exceptional customer service and strategies to de-escalate difficult situations.
- Recognized by management for strong communication skills with team members and customers.

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**VOLUNTEER EXPERIENCE**

**Volunteer**  
North Lake Nursing Home | 2022

- Visit with 2 residents weekly to provide social interaction and support.

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**AFFILIATIONS**

**Student Member**  
National Association of Social Workers | 2024

**Member**  
National Alliance on Mental Illness (NAMI) | 2023