

# Jill Taylor

(850)566-5634      JiTaylorFL@gmail.com

## Personal Objectives

I wish to contribute my enthusiasm, hard work, and creativity to a challenging position with a first class hotel in the hospitality and tourism industry. I enjoy working with people and have demonstrated my customer service skills with previous employers. I would like to work with an established employer in the Florida Emerald Gulf Coast area that will offer a career opportunity in this industry with a positive and growing environment in which my personal reward will bring company success.

## Education

- ♦ University of West Florida      Pensacola, Florida  
B.A., Social Work - August, 2011    Major: Social Work, Minor: Child Welfare
- ♦ Tallahassee Community College      Tallahassee, Florida  
A.A. - August, 2009

## Professional and work Experience

- ♦ FamiliesFirst Network      Pensacola, Florida  
Adoptions Unit Intern      Summer, 2011  
Experienced opportunities in direct client contact, assessment, case planning, and extensive documentation requirements
- ♦ Lakeview Crisis Center      Pensacola, Florida  
Crisis Counselor      Summer, 2010  
Answered Crisis helpline phones, assessed serious situations and directed clients to corresponding agencies
- ♦ Journeys      Pensacola, Florida  
Part-Time Assistant Manager/Sales Associate      2009-2011  
Department store sales in shoes and clothing. Responsible for handling money and opening and closing store as scheduled
- ♦ Mellow Mushroom      Tallahassee, Florida  
Hostess, cashier, waitress      2008-2009
- ♦ Publix      Tallahassee, Florida  
Cashier, stocking, and bagging grocery items      2005-2006

## Key Strengths

- ♦ Excellent communication skills, computer technology and applications skills, customer service experience, sales experience, crisis situation training, problem solving aptitude, politeness, patience

## Activities

- ♦ Big Brothers Big Sisters      Pensacola, Florida  
Big sister to 10 year old      2009-2011  
Provided positive learning and mentoring experiences

## Work References

- ◆ Kelli Houston (850)529-5682  
FamiliesFirst Network, Case Manager, Mentor Pensacola, Florida
- ◆ Mr. Mack Moore (850)454-6186  
Lakeview Crisis Center, Help Line Supervisor Pensacola, Florida
- ◆ Mrs. Brandi Schaffer (850)857-0780  
Journeys, Manager Pensacola, Florida

## Professional References

- ◆ Dr. Laura Edler (850)474-2375  
Dept. of Social Work, Univ. West Florida Pensacola, Florida  
ledler1@uwf.edu
- ◆ Lauren Boitnott (850)433-5437  
Case Manager, Big Brothers Big Sisters Pensacola, Florida  
lboitnott@bbbsnwfl.org

## Personal References

- ◆ Karen Cannella, M.D. (920)490-1961  
4327 Windemer Lane Oneida, WI 54155  
kbcannella@hotmail.com
- ◆ Mrs. Nancy McClure (850)893-9779  
3839 Bobbin Brook Circle Tallahassee, Florida 32312  
nancymcclure.writer@gmail.com
- ◆ Ms. Sarah Michael Novia (203)449-6466  
novz79@aol.com