

Lisa Sheehan

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Education

Senior at Merrimack College for a dual major: Bachelor of Arts and Science in Children & Families and Bachelor of Arts and Science in Psychology

Professional Experience

Survivor Mentor Sep 2021 - Present
Delores Barr Weaver Policy Center
Jacksonville, FL

- Advocate for sex trafficking survivors' needs alongside or on behalf of survivors' and their families in courts, schools, and other systems
- Complete individual assessments to ensure survivors receive a comprehensive, trauma informed, culturally-competent direct services plan that meets individual needs
- Provide day-to-day care management services and collaborate with the team to support ongoing needs

Recovery Support Specialist

2021

Gateway
Jacksonville, FL

- Provided a broad range of behavioral health services for clients of substance abuse and mental health population
- Monitored, evaluated, and recorded clients' progress toward treatment goals
- counseled and advised clients on behavioral problem, decision making and resolutions
- Case Management of clients in treatment; provided training of basic social/personal skills
- Facilitated evidence-based group and/or individual counseling
- Performed Crisis Assessments and Evaluations; Substance Abuse Evaluations

Server Sep 2021 Moon River Jacksonville, FL	Aug 2020 to
<ul style="list-style-type: none"> • Dedicated to ensuring customer satisfaction by remaining accessible and friendly • Exceptional interpersonal and team-building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues • Talent for quickly resolving issues prior to escalation • Skilled at anticipating, identifying and fulfilling guest needs and clarifying special order • Successfully multitasked while remaining professional and courteous in a fast-paced environment 	
Server Mar 2020 Safe Harbor Jacksonville, FL	Aug 2019 to
<ul style="list-style-type: none"> • Displayed advanced abilities in customer service • Facilitated food and drink service in a high-volume restaurant • Cleaned and sanitized all work areas 	
General Manager 2019 El Jefe Jacksonville, FL	Jul 2018 to Aug
<ul style="list-style-type: none"> • Directed the daily operations of the restaurant • Ensured compliance with company and OSHA standards • Conducted performance observations and provided staff feedback • Supported staff in complex situations 	
Case Manager/Behavioral Paraprofessional June 2018 Everett Public Schools Everett, MA	Sep 2015 to
<ul style="list-style-type: none"> • Rapidly responded to crisis situations when severe behavioral health issues occur • Assisted in a LAB (Learning Adaptive Behavior) classroom • Designed and implemented therapy and behavioral plans to help high risk students achieve educational goals • Acted as a liaison for students, families, and direct service providers • Applied Behavior Analysis (ABA) 	
Case Manager/ Inclusion Specialist	Aug 2012 to June 2018

Kids Only Afterschool Everett Public School

Everett, MA

- Taught clients anger management techniques, relaxation skills, impulse control, social skills, emotional coping skills, and functional living skills, all for a successful recovery process.
- Aided in creating after school plans (ASP) for children on 504 Plans and IEP's
- Reviewed and created individual goals with team

Server, Bartender, Hostess, Bar Manager
2014

Jan 2004 to Mar

Union Oyster House

Boston, MA

- Served food and drinks in a high-volume fine dining restaurant and tourist attraction

Certifications and Licenses

• Certification in Domestic Violence	• Certification in HIV
• Alcohol Serve Safe & Food Handlers'	• Domestic Violence
• BLS/CPR	• First Aid
• Therapeutic Crisis Intervention (TCIS) training program for child and youth care, Dec 2016	
• Child Development Associate - National Association for the Education of Young Children (NAEYC), Dec 2016	

Related Experience

- Key Note Speaker at Florida State College of Jacksonville for National Human Trafficking Awareness Day
- Panelist at Rethreaded for Human Trafficking Awareness