

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

- 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

- 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

- 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

- 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
- Alcohol Serve Safe & Food Handlers'
- BLS/CPR
- 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
- Certification in HIV
- Domestic Violence
- First Aid

Related Experience

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