

CHERI C. BROWN

MASTER'S IN SOCIAL WORK STUDENT

PROFILE

Aiming to deeply understand the complex needs of communities and individuals to provide effective support and resources. An internship can provide practical experience, allowing me to develop and refine the skills necessary to support and empower clients effectively.

EDUCATION

2022 - Present Walden University
Master's in Social Work

2001 - 2004 San Jose State University
Bachelor of Arts in Psychology

EXPERIENCE

2016 - PRESENT Kaiser Permanente • Pleasanton, CA
Cashier Receptionist

- Greets and checks in patients at the medical office professionally and courteously.
- Manages accurate check-in and check-out processes and handles revenue collection.
- Possesses a broad knowledge of the medical center to assist patients with their questions and concerns.

2014-2016 The Police Credit Union • San Francisco, CA
Tele-Service Representative

- Responsibilities included providing exceptional member service over the phone, through email and mail
- Other responsibilities include providing account information, loan product information, and rate information on current interest rates

2013-2014 United States Air Force • Croughton, UK
Accounting Technician

- Classifies and verifies a wide variety of accounting documents
- Maintains double-entry bookkeeping journals and subsidiary ledgers, posting entries to establish accounts
- Prepares monthly balances, reconciles accounts, and transcribes to general ledger

INTERNSHIP

2023 Kaiser Permanente • Redwood City, CA
Intern

- Conducting patient assessments to identify psychosocial, financial, or legal issues affecting healthcare.
- Assisting patients with accessing community resources and services
- Documenting patient interactions, assessments, and interventions in medical records.

SKILLS

Customer Service		Active Listening	
Computer Skills		Empathy	
Adaptability		Critical Thinking	