| Jantoria Winston | 1913 Kirkwall CourtNorth Chesterfield, VA**(804) 319-0126** **Jantoria.winston@Icloud.com** |
| --- | --- |
| EDUCATIONLongwood University, Farmville VA— *Bachelor of Science in Social Work*August 2020 currently enrolled-Expected Graduation May 2024Monacan High School, Chesterfield, VA — *Diploma*September 2016 - June 2019 **EXPERIENCE**Four Points by Sheraton, Richmond, VA — *Front Desk Aid* July 2021 - PRESENT - Managed discrepancies involving the check-in/ check-out process, answered phones to take reservations, and/or responded to guest service requests.-﻿Delivered an exceptional customer service experience, resolved issues, and shared benefits of additional services.  Recognized for being positive, intuitive, and client-centric**Hope Tree Family Services,** Richmond VA,- *Case Management Intern*May 2023- July 2023Completion of 195 HoursWorked directly with foster children assessing their overall need while building rapport and human relationshipsAdvocated on behalf of clients’ needs, Utilized code of ethics, Application of theoretical frameworks, and provided service applicable to accommodations of the client.Counseling Alliance of Virginia, Richmond VA — *Intensive-in-home Counselor* January 2024 - May 2024 Completion of 5oo hoursApplication of structural family therapy, Serve individuals, impacted by mental illness, substance abuse, trauma, foster care and/or other life stressors. Assisted Adolescents in processing emotions and providing positive coping mechanisms.Lowes, Chesterfield, VA — *Customer Service Assistant* May 2021 - September 2021Assisted customers with returns and issues of damaged products purchased.-Delivered exceptional customer service by portraying an accommodating and engaging attitude, and building and maintaining professional client relationships.Journeys, Chesterfield, VA — *Sales Associate* January 2017 - August 2019Sales associate, help customers with shoe sales from a commission-based value.-Delivered exceptional customer service by portraying an accommodating and engaging attitude, and building and maintaining professional client relationships.Professional PresentationsStudent Success is an Intervention — *Conference*2022 NACADA Region 2 ConferenceNorfolk, VirginiaPresentation on diversity, inclusion, and social justicePresented to academic advisors on behalf of minoritized and first-generation students. | SKILLS-Cultural competency- Cultural humility -Customer service-Integrity-Trustworthy-Value of human relationships -Empathy-Ability to de-escalate situations |

**Human and Sex Trafficking** - *Student-Led Presentation*

Farmville, Virginia

Presentation Leader

Presentation on the importance of trafficking and the signs of persons victimized by trafficking

Open presentation for Longwood University students to spread awareness of trafficking.

**References**

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