| Jantoria Winston | 1913 Kirkwall Court  North 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 2024 Monacan 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 2023  Completion of 195 Hours  Worked directly with foster children assessing their overall need while building rapport and human relationships  Advocated 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 hours Application 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 2019 Sales 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 Conference  Norfolk, Virginia  Presentation on diversity, inclusion, and social justice  Presented 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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