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EMILY NAVARRO

Domestic Violence Case Manager



(312) 555-0347



emily.navarro@email.com



Chicago, IL

Education

Bachelor of Social Work

University of Illinois at Chicago, IL (2025)

Additional Training

Domestic Violence Advocacy Certification (Illinois Coalition Against Domestic Violence)

Mental Health First Aid Training (National Council for Mental Wellbeing)

Skills

Crisis intervention and trauma-informed care



Client advocacy and safety planning



Domestic violence laws and protective orders



Community resource coordination



Strong interpersonal and de-escalation skills



Languages

- ◆ Fluent in English and Spanish
- ◆ Basic proficiency in American Sign Language (ASL)

Professional summary

Empathetic and highly motivated social work graduate with experience assisting survivors of domestic violence. Skilled in crisis response, client advocacy, and trauma-informed care. Committed to supporting individuals in rebuilding their lives through tailored service plans and community resources.

Experience

The Chicago Women's Shelter

January 2025 - May 2025

Chicago, IL

Domestic Violence Shelter Intern

- Provided emotional support and safety planning assistance to individuals fleeing abusive situations.
- Assisted in processing emergency shelter applications, ensuring a smooth intake process for survivors.
- Coordinated with legal aid organizations to help clients obtain protective orders and navigate court proceedings.
- Maintained detailed case notes while adhering to confidentiality policies and trauma-informed care practices.

Target

June 2023 - December 2024

Chicago, IL

Retail Sales Associate

- Assisted customers with product selection, ensuring high levels of satisfaction and engagement.
- Managed stressful situations, including conflict resolution between customers, with professionalism and empathy.
- Maintained financial accuracy by processing transactions and balancing cash registers at the end of shifts.
- Worked closely with team members to organize merchandise, maintain store cleanliness, and improve shopping experiences.