

Andy Otterbein

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PSYCHOLOGY INTERN | SPRING 2023

Dedicated and client-centered undergraduate psychology student with excellent interpersonal and logical reasoning skills. Passion for providing solid assistance through well-developed counseling and support programs that focus on making an impactful difference in the lives of all people. Exhibits exceptional skills in researching behavioral patterns, handling client assessments, implementing core mental and emotional wellbeing treatment plans, and providing clients with the required programs to meet their individual needs. Strong knowledge of psychological development and research practices.

Technology: Proficient in Microsoft Word, Excel, Access and PowerPoint, as well as Google Docs, Slides, Sheets and Forms.

SKILLS

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|-------------------------|--------------------|-------------------------|
| ✓ Behavior Modification | ✓ Case Management | ✓ Research & Evaluation |
| ✓ Cultural Sensitivity | ✓ Needs Assessment | ✓ Verbal Communication |
| ✓ Team Collaboration | ✓ Active Listening | ✓ Conflict Resolution |

EDUCATION

Otterbein University, Westerville, Ohio

Anticipated: 5/2023

Bachelor of Arts in Psychology

Relevant Courses: General Psychology | Statistics for the Behavioral Sciences | Professional Development for Psychology Majors I-IV | Research Methods | Cognitive Psychology | Abnormal Psychology | Psychotherapy | Psychology of Personality | Social Psychology | Child & Adolescent Development | Diversity in Psychology

FIELD EXPERIENCE

Psychologist Intern | St. Francis' Mental Health Clinic, Akron, OH

8/2022 – Present

- Assist in the evaluation of emotional and mental conditions of 12 assigned clients in the mental health clinic
- Collaborate with 5 fellow team members on establishing and implementing new behavioral modifications
- Administer psychometric tests and record client behavior observations in case note filing system
- Perform multiple assigned research tasks under the direct supervision of the lead psychologist
- Complete 10 individualized 1-hour sessions per week with assigned clients, documenting all social interactions
- Create 15 PowerPoint presentations on autism and deliver information to 6th grade students in a local school

Program Development Assistant | Spring Creek Care Facility, Akron, OH

5/2020 – 8/2022

- Collaborated on the development of weekly activities including musical entertainment, arts and crafts, movies, card games, and exercise to increase the socialization and well-being of all clients
- Led a group of 15 assigned clients in the participation of scheduled activities while monitoring progress
- Supported 10 clients in the completion of daily activities and responded to family member inquiries or concerns
- Completed office duties, such as filing and data entry, and effectively managed confidential information
- Created a file system with client religious and cultural preferences, also including music, art, primary language, and family information as cleared by administration and family members

WORK EXPERIENCE

Team Associate | Sally's Burgers and Ice Cream, Akron, OH

9/2019 – 5/2020

- Provided excellent service to patrons by actively listening, answering questions, and addressing concerns in an empathetic, positive, and efficient manner while always putting the customer first at all times
- Maintained high quality standards of customer service while securing a clean and safe work environment
- Demonstrated strong knowledge of multiple roles and successfully implemented health and safety guidelines
- Received 4 stars for excellence in customer service delivery and recognized for being a dedicated team member
- Recognized for resolving complex issues and earned the *Employee of the Month* award 4 times in 18 months

VOLUNTEER EXPERIENCE

ESL Tutor | Hudson Valley Language Center, Akron, OH

9/2019 – Present

- Assist 25 ESL learners in developing fluency skills in both reading and writing in the English language
- Led 5 study group sessions to promote student's academic excellence by addressing skill gaps to enhance learning
- Worked one-on-one with 10 students as well as created academic success plans for increasing knowledge rate