An individual with proven expertise in providing excellent customer service in a funeral home setting. Seeking employment as a certified funeral service practitioner who is licensed in the state of Texas. Equipped with undergraduate, graduate and post graduate hours in counseling/psychology, religious studies and education. Looking for positions that provide opportunities for growth and professional development. Strategic planner with a collaborative approach to leadership. Compassionate service delivery with careful attention to details.

**KEY ACCOMPLISHMENTS**

* 7 years of experience as a licensed certified funeral service practitioner.
* 15 years of customer service related experience. Coordinating administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology. Assessment of customer needs and communicating standards for quality of services.

**VOLUNTEER EXPERIENCE**

* 15 years of licensed experience as a minister in faith-based positions as a chaplain intern/minister in faith based organizations and community outreach. I work with and recruited potential volunteer workers.
* I conveyed knowledge of philosophical systems, beliefs, principles, values, ethics, which impacts human culture. I obtained the abilities to communicate, comprehend, and expression of information both by written and oral communication.
* I also publicized through sources such as newsletters, bulletins, and mailings. I developed, trained, and directed studies on religious education. I have also contributed in creative thinking by developing, designing, and creating new applications, ideas, relationships systems, and products.
* I publicize programs through sources such as GriefShare, Hospice, and other Bereavement organizations. I have established constructive and cooperative working relationships with others while scheduling events, programs, and activities. I have provided emotional support and spiritual counseling as a chaplain intern.
* Three units of Clinical Pastoral Education through ACPE and School of Chaplaincy in Dallas, Texas.
* One year of hospice bereavement training.

**EMPLOYMENT EXPERIENCE & TRAINING**

**CORLEY FUNERAL HOME** • Corsicana, TX • 2018 to 2019

**Licensed Funeral Director/Embalmer**

* I managed the embalming procedures of the funeral home
* Prepared bodies prior to service
* Maintained a healthy and sanitized environment
* Followed laws and legal requirements for embalming
* Arranged transportation for the funeral procession for the remains, mourners, pallbearers, and members of the clergy and provided removal services of the deceased from private homes, hospitals, and county morgues

**BAUM CARLOCK BUMGARDNER FUNERAL HOME** • Mineral Wells, TX • 2017 to 2018

**licensed Funeral Director/Embalmer**

* I managed the embalming procedures of the funeral home.
* Assisted families in making decisions regarding funeral arrangements
* Maintained up to date client and service records
* Ensured compliance with local, state, and federal regulations

**BOSWELL REGIONAL CENTER** • Magee, MS • 2014 to 2017

**Life Skills Coach/Direct Care Worker**

* Worked directly with individuals living with intellectual and developmental disorders
* Assisted individuals with financial planning and payment of bills
* Provided transportation to client’s to and from appointments
* Instructed and managed client’s daily living skills in a supervised living program

**LATHAM FUNERAL HOME** • Jackson, AL • 2013

**Licensed Funeral Director/Embalmer**

* Provided a welcoming environment as the first contact for customers seeking services
* Conducted assessments to identify customer’s needs and provide individualized arrangements
* Being attentive, understanding, empathetic to customers during the grieving process
* Coordinated, supervised, and scheduled activities and services to meet customer needs

**EDUCATION & TRAINING**

**Master of Educational Technology**

American Intercontinental University | Online

**Bachelor of Science in Pastoral Ministries**

Southeastern Baptist College | Laurel, Mississippi

**Associate of Applied Science in Funeral Service Technology**

East Mississippi Community College | Scooba, Mississippi

**REFERENCES**

**David Jones**

Professor of Funeral Service

Holmes Community College, Ridgeland, MS

Phone: 601-605-3223

Email: [**davjones@holmescc.edu**](mailto:davjones@holmescc.edu)

**Casey Lister**

Funeral Director

Baum Carlock Bumgardner Funeral Home, Mineral Wells, TX

Phone: 940-325-4422

Email: [**caseylister@gmail.com**](mailto:caseylister@gmail.com)

**Tonya Haynes**, Supervisory chaplain for the School of Chaplaincy

3131 North Garland Road, Garland, Texas

Phone: 214-718-2772

**Tracy Acker**

Assessment Writer, Covenant Kids Family Services

2821 Clark Circle, Orange, TX 77630

Phone: 903-520-4317

Email: [tacker@ckfamilyservices.org](mailto:tacker@ckfamilyservices.org)