

LAUREN M. JOYCE

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Summary

Enthusiastic and insightful clinical mental health counseling student who is knowledgeable and passionate about helping adults who suffer from mental health disorders. Consistently receives outstanding feedback from professors and peers on my research and mock counseling sessions. Highly skilled at creating and following plans as well as using micro-skills in order to help clients reach their full potential. Adept at creating assessments and evaluations to achieve client's over-all wellness. Ambitious, goal-oriented, team player, and ready to embrace new challenges and contribute to the organization's long-term success.

Education

Master of Arts in Clinical Mental Health Counseling Antic Compl date May 2022

Southern New Hampshire University, Manchester, NH.

Bachelor of Arts, Psychology

May 2016

Florida Atlantic University, Boca Raton, Fl.

Presentations

Cummins, D. & **Joyce, L.**, (2020). *The Impact of Trauma on Children and Adolescents*. Southern New Hampshire University. Remote.

Research, Publications, & Manuscripts

Joyce, L., Cummins, D. & Chermakyan, K. (2020). Child and adolescent trauma: Resiliency and treatment with minorities.

Cummins, D. & **Joyce, L.**, (2020). The Impact of Trauma on Children and Adolescents. *The Romanian Journal of Counseling*.

Leadership

Student President

2020- Current

William Glasser Institute for Choice Theory, Student Leadership Committee

- Create and lead monthly meetings
- Author/ editor of monthly newsletters, flyers, and application forms
- Direct contact for students in supporting their academic goals
- Serves as a liaison between student members and GIFCT board members

Member at Large

2020- Current

William Glasser Institute for Choice Theory- US

- Attends monthly meetings
- Votes on matters that affects the organization
- Reports student committee report to the board

Member

2020- Current

National Society of Leadership and Success

Professional Affiliations

- American Counseling Association 2020- Current
- Glasser Institute for Choice Theory Research Committee 2020- Current
- New York Mental Health Counseling Association 2020- Current
- North Atlantic Region Association for Counselor Education and Supervision 2020- Current

Counseling Skills

- Experience doing mock-counseling sessions in a University setting using different counseling theories
- Adheres to the ACA code of ethics when interacting with clients
- Able to demonstrate active listening and nonverbal skills
- Knowledge of ACE's (adverse childhood effects)
- Demonstrates cultural awareness and sensitivity without biases

Professional Experience

Bartender

November 2018- Present

VERSA Rooftop

- Provide a high level of customer service in order to establish a personal rapport with clientele.
- Educated in food and wine pairings, mixology, and suggestive selling for guest satisfaction.
- Develop repeat business by establishing close and lasting relationships with guests for the success of the development.
- Manage a variety of monetary transactions and balanced cash drawers meeting accuracy goals.

Medical Assistant

October 2017- July 2018

Integrated Spine and Pain Care

- Assisted with both clinical and administrative duties to ensure orderly operations of the establishment.
- Prepared patients for medical assessments in a fast paced, high patient volume office for the doctor to examine.
- Assisted during procedures such as lumbar and cervical epidurals for the support of the doctor.
- Performed administrative duties which included, scheduling patient appointments, answering multiple phone lines, verifying insurance and general medical record keeping in order to maintain high volume patient satisfactory.

Administrative Assistant

February 2008- August 2017

Family Tile

- Delivered primary administrative support to the owner and all staff members in a fast-paced contractor's design center/ office
- Delivered outstanding customer service, managed all scheduled appointments, and answered multiple phone lines to ensure timely and orderly operations
- Operated Microsoft Excel and QuickBooks for the purpose of administrative duties such as filing and writing out vendor payouts
- Managed the annual account summary for the professional tax accountant yearly

Pharmaceutical Sales Representative

March 2015- May 2016

TMS Health

Achievements: Top Producing Sales Rep throughout entire period of employment.

- Settled account management while retaining long term business by building and preserving account relationships.
- Created strategic sales growth through consistent knowledge of client needs in order to ensure higher sales.
- Built responsive base of accounts in a highly competitive field to advance my growth in the company.
- Educated M.D.'s, nurses, and other medical personnel on new products to further create security within the products being sold.

Manager

September 2012- March 2015

Boca Tanning Club

- Maintained a level of excellent customer service while growing the business through creative business tactics.
- Led team as the sole manager to ensuring operations for the establishment.
- Created marketing and promotional events at venues such as colleges and local gyms for the expansion of the company.
- Implemented a new branch to the establishment by mobilizing spray tanning services and thus enhancing services to people outside of the community.
- Created the team members schedules and managed all monthly payments of members to provide consistent organization to the establishment.

Volunteer Experience

Student Volunteer

May 2007- September 2012

St. Vincent's Hospital

- Obtained over five hundred hours of volunteer service hours in the emergency room of St. Vincent's Hospital.
- Conducted EKG's and produced EKG reports for the Doctor's review.
- Tested and managed heart monitors, took patients vital signs, documented patient information into Electronic Health Records.