

# **Maria Ramseur**

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## **Qualifications Summary**

### **Program Counselor**•Community Education Centers; Denver, CO (2013-Present)

- Create, update and maintain case records on each assigned client while completing comprehensive assessments of clients' substance abuse history and treatment requirements to develop individualized treatment plans.
- Conduct weekly individual counseling sessions with each resident assigned to caseload.
- Conducts weekly program curriculum lectures and groups based on the areas of Relapse Prevention, Anger Management, Parenting skills, Life Skills and Criminal & Addictive Behaviors.

### **Campus Safety Officer**•Denver Public Schools; Denver, CO (2013-2014)

- Patrolled assigned areas on foot to ensure personal, building, and equipment security; Examined doors, windows, and gates to ensure security; used facility keys to open and close buildings; monitored closed areas in person and on security monitors for unauthorized persons and/or suspicious activities.
- Informed and warned violators of rule infractions, such as loitering, smoking, or carrying forbidden articles and provided escort services for visitors, students, staff, and faculty, as necessary.
- Watched for and reported irregularities, such as security breaches, facility and safety hazards, and emergency situations; initiated and assisted in facility lockdowns.
- Prepared routine and standardized reports.

### **Resident Manager**•Community Education Centers; Denver, CO (2012-2014)

- Advised new residents of house policies/rules and regulations, disciplinary actions, grievance procedures and program orientation; Enforced facility rules and regulations and investigated any violations
- Conducted phone and on-site monitoring of residents at work and in the community per policy and procedure
- Supervised resident visitors on weekends and completed all paperwork and documentation accurately and in a timely fashion.

### **Customer Service Representative**•NCO Group; Greensboro, NC (2009-2010)

- Provided prompt resolution to customer inquiries by providing appropriate and accurate information in an inbound call center environment; Offered appropriate options to customer to accommodate personal schedule.
- Followed up inquiries in a timely manner to ensure customer satisfaction by maintaining diplomacy and tactfulness when dealing with upset customers requiring call escalation to management.
- Consistently and accurately documented and updated customer records in required systems; ensured the safety of customer personal and financial information by following strict company protocol.

### **Case Manager**•Summit House; Greensboro, NC (2007-2009)

- Supervised court-mandated non-violent female offenders and their minor children in a therapeutic, residential facility; provided general vocational, social, personal and academic counseling in a group setting and aided participants through specialized weekly group meetings in addition to one-on-one transition planning using evidence-based curriculum.
- Coached offenders in the development of their individualized transition plans based on assessed criminogenic needs both immediate and long-term and discussed options to minimize the chance of recidivism and worked with State Probation Officers to ensure individuals were in compliance with court ordered case management plans.
- Conferred with Correctional professionals to plan, develop and implement Pre-Release and Re-Entry goals and objectives for non-profit offender focused services receiving government funding.

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- Processed and searched incoming residents and visitors, mail, personal property, bags and packages entering facility and maintained a secure environment by conducting random security checks on residents and facility.

**Senior Dispatch Officer/Office Assistant** • Guilford College; Greensboro, NC (2006-2007)

- Administered, planned, prioritized, assigned, and supervised the work of paid and unpaid staff involved in campus security operations, including work study participants, security officers, student officers, and the bicycle patrol program; Scheduled and dispatched officers, maintenance, work crews and emergency service personnel to appropriate locations according to service requests, specifications and needs via two-way radio, telephone and intranet.
- Prioritized calls and requests and maintained time sensitive logbook entries containing Officer movement and Dispatch request completion. Reviewed logbook entries daily for accuracy and response times and ensured all requests received follow-up responses.
- Acted as a liaison with outside law enforcement agencies; cooperated with local law enforcement agencies in the prevention, control and investigation of illegal activities on the College Campus; Input and comprehended computer generated data from city and county Police Departments containing confidential NCIC and State of North Carolina criminal records searches.
- Composed letters of memorandum and official departmental campus documents for the college community and off-campus organizations and events; Reviewed internal and external Departmental information to ensure accuracy and integrity of information; Prepared informational brochures, fliers and pamphlets relating to campus departmental issues.
- Operated VOIP telephones, computers, fax, copy, scanners, photo Identification equipment and maintained Boss Cars software and equipment.
- Established and maintained a working environment conducive to positive morale, individual styles, creativity and teamwork.

**Office Manager/Senior Case Manager** • Back Together Again, LLC/Triad Alternatives for Change (2003-2004)

- Identified the reentry needs of individual offenders through the development and implementation of community reentry plans and delivered individualized case management and instruction in areas such as housing, employment, job training and repairing family reunification.
- Coached offenders in the development of their individualized transition plans based on assessed criminogenic needs both immediate and long-term and discussed options to minimize the chance of recidivism through general vocational, social, personal and academic counseling in a group setting.
- Increased offender participation in their transition from incarceration to community re-entry and enhanced their motivation to make a positive change through individualized assessment and evaluation. Aided participants through specialized weekly group meetings to discuss hardships and needs in addition to one-on-one transition planning using evidence-based curriculum.
- Facilitated and attended meetings with Correctional professionals to plan, develop and implement Pre-Release and Re-Entry goals and objectives for non-profit offender-focused services receiving government funding.

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## **Education**

Certificate: Correctional Administration • John Jay College of Criminal Justice – New York, NY (2001 – 2002)

Bachelor of Arts / Sociology & Criminal Justice • the College of New Rochelle – New Rochelle, NY (1995 – 2000)

General Diploma Springfield Gardens High School – Jamaica, NY (1989-1991)

## **Volunteer Positions**

A Strong Tower Ministry – Denver, Colorado (2012-Present): Receptionist and Intake Clerk

The Denver Rescue Mission/Ministry Outreach Center (2011-Present): Client Services Assistant

The Girl Scout Council of Greater New York (1998-2003): Troop and Group Leader/Service Unit Manager

The New York City Department of Probation – Jamaica, New York (1999-2001): Probation Officer's Assistant

The New York State Division of Parole – Jamaica, New York (1998-1999): Parole Officer Assistant

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## References

Professional:

Education Coordinator – The Denver Rescue Mission

**Brown, Robbin,**

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Professional:

Case Manager – Summit House Piedmont

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Professional:

Guilford College Department of Public Safety

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Police Officer – Lithonia Police Department

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