Texas

(786) 858- 6319

Jacquarwestbrooks@yahoo.com

Jacquar Westbrooks

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| Professional Summary |  | Attentive professional with a strong background in customer service, criminal justice, and mental health counseling. Over four years of experience in providing exceptional service in a high-volume restaurant environment, coupled with a solid foundation in offender rehabilitation and mental health support. Currently pursuing advanced training in counseling, with hands-on experience from my internship in mental health. Committed to fostering positive client relationships and continually enhancing professional skills. |
| Professional Experience |  | **Server****Cheddar’s Scratch Kitchen** - Wichita Falls, TX1/4/2020 – 8/22/2024 * Provide attentive and personalized service to over two hundred patrons weekly, enhancing customer satisfaction and dining experience.
* Skillfully engaged with a diverse clientele to address their needs, achieving an 80% customer satisfaction rating over a four-year period.
* Maintained a safe and respectful environment by adhering to stringent health, safety, and security protocols, resulting in a flawless safety record for four years.

**Parole Officer****Texas Department of Criminal Justice** – Wichita Falls, TX8/14/2018 – 11/30/2019* Managed a 100-offender caseload, partnering with offenders to support their rehabilitation by coordinating access to mental health services and facilitating employment and housing searches.
* Conducted an average of twenty meetings a week, consistently meeting or exceeding monthly expectations.
* Achieved a 90% compliance rate with required sessions, including substance abuse, anger management, and parenting classes.

**Counseling Intern****Helen Farabee Centers** – Wichita Falls, TX8/21/2023 – 8/6/2024* Participated in regular observation sessions with counselors, learning advanced counseling techniques and practices.
* Completed 400+ hours of mental health and substance abuse services.
* Conducted comprehensive client intake interviews to collect detailed background information and identify pertinent issues and goals.
* consistently attended weekly LPHA meetings.

**Criminal Justice Intern****Midwestern State University** – Wichita Falls, TX1/8/2018 – 5/7/2018* Executed administrative tasks, including filing necessary documents, maintaining confidentiality by organizing, and securely disposing of sensitive information.
* Shadowed officers during routine patrols, acquiring practical experience in law enforcement procedures and community engagement efforts.
* Engaged in criminal investigations, including interviews, investigative techniques, and processing.
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| skills |  |

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| * Motivational Interviewing
* Empathy
* Group Facilitating
* Critical Thinking
* Data Analysis
 | * Substance Abuse Counseling
* Effective Communication
* Crisis Intervention
* Time Management
* Patient Advocacy
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| Education |  | **Master of Science in Counseling,** 3.95**Nova Southeastern University** – Fort Lauderdale, FLGraduation Date: August 11, 2024**Bachelor of Science: Psychology****Minor: Criminal Justice** **Midwestern State University** – Wichita Falls, TX |
| Certifications  |  | * CPR Certified
* LCDC- I
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