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, TX  1/4/2020 – 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, TX  8/14/2018 – 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, TX  8/21/2023 – 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, TX  1/8/2018 – 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. |
| skills |  | |  |  | | --- | --- | | * Motivational Interviewing * Empathy * Group Facilitating * Critical Thinking * Data Analysis | * Substance Abuse Counseling * Effective Communication * Crisis Intervention * Time Management * Patient Advocacy | |
| Education |  | **Master of Science in Counseling,** 3.95  **Nova Southeastern University** – Fort Lauderdale, FL  Graduation Date: August 11, 2024  **Bachelor of Science: Psychology**  **Minor: Criminal Justice**  **Midwestern State University** – Wichita Falls, TX |
| Certifications |  | * CPR Certified * LCDC- I |