

Danielle J. Silva

Objective

Experienced Juvenile Probation Officer I/Community Surveillance Officer, Office Manager and Customer Service Expert seeking to serve The Children and Youth Commission. As this resume shows, I have experience in a fast-paced, customer service-oriented environment. I have several years volunteering in my community and coaching youths of all ages. I believe I can be of value to your team and be an integral part of achieving its objectives.

Skills Profile

- I am an expert in customer service and problem solving.
- I enjoy a fast-paced environment and adapt easily to changing priorities and deadlines.
- I type 75 wpm and have extensive knowledge of computers.
- I proficiently organize and maintain accurate documentation and communications relative to daily activities and events.
- I have mastered my skills in the use of various software applications that include but are not limited to: Windows 10; Office package: Word, Excel, Publisher; and Internet skills.
- I have a combined total of 18-years in an office environment.
- I enjoy challenging assignments and take full advantage of all opportunities for learning and applying new skills.
- I am an active volunteer and coach in the Santa Fe Community.

Experience

Cheerleading Coach, Santo Nino Regional Catholic School, Santa Fe, NM 87507

**December 2017-
Present**

- Coach to A and B Cheer squad of youth ages 5 to 12 years old.

Juvenile Probation Officer I / Community Surveillance Officer (CSO), CYFD Juvenile Justice Division, Santa Fe, NM

**February 2022-
Present**

- Supervision of high-risk youth both pre-adjudicated and post-adjudicated misdemeanor and felony cases.
- Assisting in finding and providing referrals for resources in the community.
- Working non-traditional hours that can include weekends.
- Conduct home, school, work, and office visits to ensure compliance with court ordered probation and supervised release requirements.
- Enter data into Family Automated Client Tracking System (FACTS)
- Collaborate with community resources such as schools, service providers and law enforcement.

Administrative Secretary, CYFD Juvenile Justice Division Santa Fe, NM

**February 2021 –
February 2022**

- Enter police reports received from law enforcement into the Family Automated Client Tracking System (FACTS) database.
- Sealing of youth records when necessary
- Enter court paperwork including detention/warrant arraignments.
- Schedule preliminary inquiries, send out notices answering dispositions and filing.
- Make daily contact with law enforcement agencies to received delinquent and Family In Need of Services (FINS) reports.
- Entering and assigning referrals to Juvenile Probation Officers (JPO).
- Interacting with our youth and families when they come to the office to check in with their JPO.
- Provide clerical support to the Juvenile Probation Office.

**Front Office Manager / Patient Coordinator
Blue Lotus Integrative Healing, Santa Fe, NM**

**January 2015 –
March 2020**

- Responsible for opening and closing of the clinic and preparation of treatment rooms and patient files.
- Receive request for appointments via phone, fax, email, text, in person and schedule patients accordingly.
- Check patients in/out and collect copays, deductibles, and cash pay.
- Responsible for collecting insurance information and verification of the patients benefits.
- Maintain accurate documentation, audit files and follow New Mexico State HIPPA regulation.
- Prepare all medical records, billing, and imaging requests.
- Provide strong administrative support to the General Manager, Dr. Sinberg, Dr. Campbell, 5 licensed massage therapists, and the clinic's billing company (5 Star Billing Company).
- Beginning COVID-19 (March 2020) – responsible for cleaning of the clinic (lobby, restrooms, treatment rooms) between each patient and/or hourly.
- Provide superior patient care and customer service catering to the patient's needs.

**Administrative Office Manager/Funeral Specialist Intern, Rivera
Family Funeral Home, Santa Fe, NM**

**April 2010 –
March 2014**

- Manage front office, supervise funeral directors and administrative assistants, and provide support for General Manager.
- Attend annual Administrative Boot Camps and facilitate training for the staff at three funeral homes.
- Organize and meet with families who have lost a loved one to prepare funeral arrangements, obituaries, memorial material, etc.
- Enter and complete Death Certificates with the New Mexico Vitals and Statistics department, as well as communicate with Doctors regarding these Death Certificates.
- Maintain accurate documentation/files and communications relative to NM state law, thanatopractice, daily activities that include: funeral arrangements, prayer/memorial services for funeral directors and the families they serve.
- Attend and facilitate Rosaries, Funerals and Memorial Services.
- Embalming, suture, and cosmetology of deceased for memorial services.
- Served on a team that emphasizes a NO MISTAKES attitude, providing the upmost respect and customer care.
- Accounts Receivables and Accounts Payables
- Type and submit obituaries to various news papers
- Design advertisements, flyers and assist with marketing

Education

Studies in Social Work with Minor in Political Science
Highlands University, *Las Vegas, NM & Santa Fe, NM*
3.5-years completed

1997- 2001

Studies in pursuit of degree to meet basic requirements.
Santa Fe Community College, *Santa Fe, NM*
1.5-years completed

2000 - 2001

References

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