

LAUREN MOUNTZ



Summary

Flexible hard worker ready to learn and contribute to team success.

Skills

- Community outreach
- Effective customer communication
- Client meetings
- Active listening
- Multitasking
- Analytical

Experience

Director of Housing | Center For Accessible Living - Louisville, KY | 10/2020 - Current

- Collaborated with team members to identify and accomplish agency objectives.
- Developed and incorporated community-based programs to meet various needs and monitored each program's effectiveness.
- Collaborated with social workers to support patients.
- Discussed available program services with potential participants and outlined procedures to facilitate smooth engagement in program processes.
- Located housing and other support services for displaced individuals .
- Supported execution of social service programs.

Crew Member | Trader Joes - Louisville, CO | 01/2015 - 10/2020

- Prepared quality products while maintaining portion control and presentation within service goal times.
- Drove team success by completing assigned task quickly and accurately.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Documented conversations with customers to track requests, problems and solutions.

Education and Training

Bellarmine University | Louisville, KY | 01/2020
Bachelor of Science: Sociology