



# TETIANA TSIBELENGO

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## Summary

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Caring Social Worker offering case management expertise quickly building trust and rapport with clients from diverse cultures. Highly adept at case planning and diagnosis management. Committed to achieving high-quality, cost-effective care for patients and families.

## Skills

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- Social interaction skills
- Interpersonal and communication skills
- Patient-centered care
- Emergency intervention
- Experience with documentation and reports.
- Skills in working with financial and medical issues, including preparing documents for receiving benefits and other financial processes
- Client documentation
- Customer service
- Customer communication skills
- Computer skills

## Experience

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Center of social protection of the population

**Social Worker, Practical Psychologist**

10/2013 - 12/2020

- Developed individualized service plans with clients to address their identified goals.
- Attended team meetings and provided feedback on case updates and treatment recommendations.
- Advised families regarding guardianship arrangements when appropriate.
- Conducted assessments of client needs, strengths, and resources to develop treatment plans.
- Worked collaboratively with other professionals such as psychiatrists, psychologists, and nurses to coordinate care for clients.
- Documented all client interactions according to agency standards.

Cosmetics store

**Cashier**

03/2013 - 08/2013

- Assisted customers over the phone regarding store operations, product information and order placement.
- Provided excellent customer service while promoting loyalty programs to increase sales potential.
- Answered customer inquiries regarding store policies and procedures.
- Operated cash register efficiently and accurately, processed payments by cash, check, credit card, gift card or automatic debit.
- Provided excellent customer service while promoting loyalty programs to increase sales potential.

## Education and Training

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Uzhhorod National University | Ukraine

**Master of Science** in Practical Psychology

06/2012

Carpathian Institute of Entrepreneurship | Ukraine

**Bachelor of Science** in Social Work

*06/2011*