

# RESUME

## CARLA J. CURTIS

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### SUMMARY OF QUALIFICATIONS

Reliable and detailed-oriented communicator with record of accomplishments in proposing, outlining, writing, and editing content for various mediums. Logical and adaptable to different writing styles, strong research skills with a keen eye for details and diligence in producing quality work. Well-versed in building interest in readers and critically approaching problems. Known for exceptional client engagement and support skills.

### PROFESSIONAL WORK EXPERIENCE

#### **Carla J. Curtis Private Practice, Bloomingdale, IL, June 2021-Present** ***Owner and Clinical Director***

- Oversee the operations of private practice which includes various responsibilities such as: practice development, human resources, marketing, record keeping, networking, publicity, advertising, security, data storage, maintenance, client engagement, billing, and maintaining client files.
- Provide weekly telehealth and in-person counseling and psychotherapy individual sessions for adults, with an emphasis on assessment, diagnosis, and case conceptualization including treatment planning.
- Manage and work with a variety of insurance companies and worker's assistance programs as a provider of counseling and mental health services.
- Work closely and collaboratively with other mental health professionals, physicians, attorneys, school officials, and law enforcement agencies.

#### **Maryville Academy, Casa Imani Program, Bartlett, IL, January 2020-May-2021** ***Program Therapist***

- Provided individual, group, and family therapy and case management according to the clients' needs.
- Proofread and edited various documents written by colleagues and leadership to correct spelling, punctuation, and grammar.
- Authored reports and other documents assigned by supervisor and leadership.
- Completed and edited detailed assessments to assure appropriateness of placement and services.
- Maintained collaborative relationships with child-serving providers, medical personnel, educational personnel, program personnel, and appropriate third-party agency personnel.

#### **Kenneth Young Center, Elk Grove Village, IL, October 2015-December 2019** ***Co-Occurring Disorder Specialist***

- Provided direct service and care coordination for a caseload of adult clients from diverse backgrounds living with serious mental illnesses and substance use disorders.
- Completed and edited substance abuse assessments to determine the clients' severity of use and level of care needed as well as all clinical documentation.
- Lead co-occurring disorder and psychosocial rehabilitation program groups.
- Proofread copy written by colleagues and leadership to correct spelling, punctuation, and grammar.
- Trained clinician interns that were assigned to assist with co-leading groups.

#### **SHARE – Start Here Addiction Rehabilitation & Education, Hoffman Estates, IL, August 2014-January 2015** ***Rehabilitation Intern***

- Assisted supervisor with the assessment of inpatient clients from diverse backgrounds to evaluate their needs for recovery including those with co-occurring disorders.
- Co-facilitated individual counseling sessions with supervisor.
- Provided weekly counseling session for client on caseload diagnosed with co-occurring disorders.
- Wrote and edited clinical documentation.
- Co-facilitated weekly process and didactic format therapy groups.

**Way Back Inn and Grateful House, Maywood, IL, July 2013–July 2014**

***Counseling Intern***

- Assessed inpatient and outpatient clients on caseload from diverse backgrounds to evaluate their needs for recovery including those with co-occurring disorders.
- Provided individual and group counseling for inpatient and outpatient clients.
- Developed and completed clinical documentation and maintained client files.
- Led and co-led weekly process and didactic format therapy groups.
- Attended weekly individual and group supervision and staff meetings.

**Discover Financial Services, Riverwoods, IL, October 1997–September 2013**

***Client Service Manager, Strategic Merchant Relations (2007– 2013)***

- Provided contract management for various industries with a specialization in government accounts generating from 70K to 4M in annual revenue.
- Wrote and facilitated changes to contracts at the direction of legal counsel; attended contract negotiation meetings; worked to resolve contractual issues; ensured legal and contractual matters were handled per company policies, legal requirements, and client specifications with approval by legal counsel.
- Assisted relationship managers with account management responsibilities.
- Managed development, execution, and distribution of quarterly department eNewsletter which included writing and editing content. This eNewsletter was distributed to the organizations' top four hundred merchants.

**Discover Financial Services, Riverwoods, IL**

***Discover Network, Manager, Emerging Markets (2004–2007)***

- Managed Request for Proposal (RFP) and Contracts Team of four direct reports which consisted of writing, editing, and distributing the RFP responses to various entities.
- Wrote and facilitated changes to contracts at the direction of legal counsel; attended contract negotiation meetings; worked to resolve contractual issues; ensured legal and contractual matters were handled per company policies, legal requirements, and client specifications with approval by legal counsel.
- Assisted relationship managers with account management responsibilities.
- Participated on HR Committee from May 2006 to September 2006 during restructuring of Discover Network sales organization.
- Wrote, conducted, and signed performance evaluations.

**Discover Financial Services, Riverwoods, IL**

***Discover Network, Senior Support Project Specialist, Emerging Markets (2001–2004)***

**Discover Financial Services, Riverwoods, IL**

***Discover Network, Senior Support Project Specialist, Merchant Sales Support (2000–2001)***

**Discover Financial Services, Riverwoods, IL**

***Cardmember Marketing, Executive Assistant (1997 – 2000)***

**RELEVANT VOLUNTEER EXPERIENCE**

**Schaumburg Township Mental Health Committee**

***Vice Chair (May 2011-February 2015; Elected Vice Chair February 2014)***

- The Mental Health Committee is guided by four basic objectives:
  - Identifying and relating present mental health needs of Schaumburg Township
  - Reviewing and monitoring current services and programs
  - Informing residents of available services
  - Reviewing plans for meeting the future mental health and social service needs of Schaumburg Township

## **RELEVANT VOLUNTEER EXPERIENCE (CONTINUED)**

- Served as liaison between the Mental Health Committee and The Northwest Center Against Sexual Assault (CASA), which is available to help adults and children in need of counseling and emotional support if they fall victim to sexual assault, sexual abuse, or incest.
- Served as a grantor in conjunction with committee members for managing a budget, application award, monitoring, and compliance.
- Helped spearhead and coordinate the first Mental Health Awareness Fair.

### **Called on Purpose (COP) Ministry-Co-Founding Member/Facilitator *Trinity Baptist Community Church, Crystal Lake, IL (October 2009-October 2011)***

- The COP Ministry was established due to the public health concerns of substance abuse and incarceration and served as a mentoring, discipleship, and supplemental support system for women in October 2009 by three female members of the church.
- The goals were for women to embrace deeper introspection, gain clarity and answers to various concerns, increase self-esteem, reframe cognitive distortions, healing to take place and for a deeper relationship with God to ensue within a confidential, nonjudgmental, and caring setting. This ministry also worked with these women to help them develop healthy coping skills to utilize when faced with life stressors instead of engaging in maladaptive behaviors and resorting to criminal activities.
- The programs were operated within a 6 to 12-week framework and curriculum was written and developed by each ministry member. Members facilitated programs with diverse topics within group settings through planned lessons which assimilated God's Word, as well as, skits, open, thought-provoking, and enlightening discussions. Sessions were facilitated at the following: Rebekah's House, Woodstock, IL-Christian based sober-living for women in recovery from alcohol and substance abuse and McHenry County Adult Corrections Facility (Women Inmates), Woodstock, IL

## **EDUCATION**

- **Master of Science, Mental Health Counseling**, Capella University, Minneapolis, MN, July 2014
- **Master of Science, Managerial Leadership**, National-Louis University, Wheeling, IL, December 1999
- **Bachelor of Science, Management**, National-Louis University, McLean, VA, August 1997

## **LICENSURE/CERTIFICATION**

- **Licensed Clinical Professional Counselor (LCPC)**, June 2021
- **Licensed Professional Counselor (LPC)**, June 2019
- **Certified AODA Counselor (CADC)**, June 2015