

# ILIR DRIZA

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## PROFILE:

- Seeking a position in the Social Service field where my education and experience in counseling and case management can be applied or utilized in assisting clients improve their life skills or finding employment..
- Languages: Albanian – fluent, Italian – conversational
- Hard working, reliable, able to multi-task and work in a fast-paced environment.

## OFFICE SKILLS

Microsoft Windows 2000/XP

Microsoft Word

Power Point

Microsoft Excel

Internet Explorer

Filing

Data Entry

Answering Phones

## COMPETENCIES:

### Counselor/Case worker

- Help individuals understand and deal with social, behavioral, and personal problems.
- Emphasize preventive and develop counseling to provide clients with life skills needed to deal with problems before they occur and enhance the clients' personal, social, psychological, and educational growth and development.
- Work with clients individually and with small or large groups.
- Develop programs, organize, and lead activities to enhance social development of individual members and accomplishment of group goals.
- Consult and collaborate with teachers, school administrators, and social workers in order to develop and implement strategies to help individual become successful.
- Refer members, when indicated, to community resources and other organizations.

### Translator/Interpreter

- Serve as interpreter for clients in schools, hospitals, doctor offices or various social service organizations.
- Provide consecutive or simultaneous translation between languages.
- Listen to complete statement in one language, translate to second, and translate responses from second into first language during consecutive interpreting.
- Express either approximate or exact translation, depending on nature of occasion.
- Render oral translation of material at time it is being spoken during simultaneous interpreting.
- Receive briefing on subject discussed prior to interpreting session.
- Read and rewrite material in specified language or languages, following established rules such as word meanings, sentence structure, grammar, punctuation, and mechanics.

### Account Assistant Manager

- Assist in planning, organizing and establishing long-term corporate goals by generating ideas for expanding the company.
- Ensure that employees' schedules are adequate to meet the needs of the different locations.
- Help in hiring and training company personnel and oversee their performance and duties.
- Gather and review customer surveys and complaints on a monthly basis to increase customer satisfaction.

JEVS/Human Services-MPP

Philadelphia, PA

April 2010 – Present

### Case Manager Aide

- Providing on-going support and back up to Case Coordinators
- Complete case management/counseling sessions in absence of Case Coordinator
- Prepare and maintain the individual client case file
- File all paperwork within allotted time frame
- Gather and supply resources for Case Coordinators
- Utilized and input client's information into PHMC database
- Prepare and enter client's information in ETO database
- Maintain the integrity and confidentiality of all client information

## **WORK EXPERIENCE**

JEVS/Human Services - Northeast Earn Center

January 2010 – April 2010

### **Computer Lab Assistant Instructor**

- Serve as consultant/technician at JEVS EARN Center computer lab.
- Assist clients in making resumes, cover, thank you, and reference letters.
- Help clients improve their knowledge in word and conduct job search on the internet.
- Introduce different search engines to the students.

Waterfront Parking Inc.,

Cherry Hill, NJ

March 2005 – January 2009

### **Account Assistant Manager**

- Managed the valet service at one of the five private country clubs located in Pennsylvania.
- Interviewed, hired and trained and prepared schedule of duties for 10 -15 employees.

Orphanage, Vlore, Albania

July 1999 – June 2003

### **Counselor, Case Manager**

- Performed case management and counseling duties for residents in orphanage to assist them in overcoming emotional and psychological problems.

Albanian Red Cross, Vlore, Albania

July 1999 – June 2003

### **Translator/Interpreter**

- Provided translation/interpretation services to clients needing assistance in Albanian/English languages.

## **MEMBERSHIP/CERTIFICATES**

- Member of Financial Management Association, Temple University Fox School of Business
- Finished training in child protection, welfare and benefit assistance for the needy and under privileged.

## **EDUCATION:**

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

*Bachelor of Business Administration, Graduation: January 2015*

*Major: International Business*

COMMUNITY COLLEGE OF PHILADELPHIA, Philadelphia, PA

*Associate in Arts Business, Graduated with Honors: December 2007*