

# DANI HOWELL

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## EDUCATION

### Southern Adventist University

Collegedale, TN

- Senior
- Social Work Major

## SKILLS

- Instructional Strategies
- Dependable and Trustworthy
- Active Listening
- Flexible
- Call Control
- Academic Advising & Mentorship
- Team Leadership
- Customer Service

## VOLUNTEERED

- I worked as a teacher at an orphanage in Cambodia for six (6) months.
- I've participated in several community service projects with my school

## PROFESSIONAL SUMMARY

Dedicated BSW student with a passion for social justice, addressing systemic inequalities, and empowering underserved communities. With experience in assessment, case documentation, community engagement, and advocacy, with experience working with diverse populations. An ability to facilitate client-centered interventions and collaborate with multidisciplinary teams to deliver holistic support.

## WORK HISTORY

### Student Mentor - Southern Adventist University

Collegedale, TN (On-Site) • 07/2024 - Current

- Mentored a diverse group of students by providing academic guidance and support.
- Actively listened to student concerns and provided strategies to improve their performance.
- Created a supportive and inclusive environment for mentees to thrive.

### Student Advisor- Southern Adventist University

Collegedale, TN (On-Site) • 04/2024 - Current

- Maintained detailed documentation of student interactions while ensuring confidentiality.
- Collaborated with campus staff to connect students with appropriate support services.
- Assisted students in identifying challenges and creating personalized strategies to overcome obstacles.

### Resident Assistant - Southern Adventist University

Collegedale, TN (On-Site) • 01/2023 - Current

- Assisted residents in preparing for activity and social programs.
- Monitored and inspected residence hall rooms to determine safety and manage maintenance issues.

### Call Center Manager - Southern Adventist University

Collegedale, TN • 10/2022 - Current

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Responded to customer calls and emails to answer questions about services.
- Analyzed and escalated complaints, issues and grievances to designated departments for investigation and response.