

# Nicole L. Cooley

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240-739-2972

Former Detention Officer with an established background in adult and youth detention environments. Quick decision-maker with excellent skills in physical restraint, search and seizure, prisoner transport, and emergency response. Experienced with legal processes and requirements associated with felon incarceration.

## Work Experience:

### **Personal Shopper**

Instacart - Atlanta, GA  
March 2020 to Present

Able to manage all tasks with efficiency and accuracy.  
Proficient in monitoring security and serving diverse customer needs.  
Customer Service Representative with a talent for adaptability and quick thinking.  
Strong knowledge of customer service and food handling/sanitation.

### **Office Manager**

Department Of Behavioral Health - Washington, DC  
November 2018 to January 2020

Tracked and recorded team expenses and reconciled accounts to maintain accurate, current, and compliant financial records.  
Liaised with patients and addressed inquiries, appointment requests, and billing questions.  
Oversaw office inventory activities, including ordering and requisitions, stocking, and shipment receiving.  
Established efficient workflow processes, monitored daily productivity, and implemented modifications to improve the overall effectiveness of personnel and activities.  
Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff, and greeting visitors.  
Performed client assessments and developed treatment plans.  
Trained and mentored administrative staff members in company policies, daily task execution, and industry best practices.

### **Youth Development Specialist**

Abraxas Youth Center - South Mountain, PA  
June 2015 to November 2018

Helped social workers build, coordinate and lead programs supporting individuals with various behavioral issues.  
Educated potential participants on available services and processes to engage in the program.  
Oversaw 36 juveniles in the correctional residential facility setting.  
Built solid relationships with staff and residents to keep the institution safe and secure. Served as court liaison by attending court hearings and presenting reports and recommendations.

**Direct Care Staff**

Boys Town Group Home - Washington, DC

March 2011 to May 2015

Promoted health and wellness in psychiatric patients by providing caring emotional support and encouragement.

Updated patient files with current information about vitals, behaviors, and other data relevant to their treatment plan.

Developed rapport to create a safe and trusting environment for care.

Maintained organized offender records and documentation in compliance with department and legal standards.

Prevented patient injuries by providing necessary restraints and appropriate support.

**Education:****Associate in Science (AS) in Criminal Justice**

Frederick Community College - Frederick, MD

January 2015 to May 2022

**High School Diploma**

Frederick High School - Frederick, MD

**Skills:**

- Scheduling and calendar management
- Positive environment planning
- Document control
- Resourceful, reliable, and punctual
- Team leadership Efficient and reliable team player
- Restraint requirements "Safe Crisis Management"
- Scheduling meetings
- Risk management
- Office Management
- Multi-line Phone Systems
- Event Planning

**References:****Instacart Corporate**

Contact info: 1-888-246-7822

**Sherri Farmer - Office Supervisor at the Department of Behavioral Health**

Contact info: 302-245-5428

**Miranda Long - Treatment Supervisor at Abraxas Youth Center**

Contact info: 570-336-9480

**Jeremy Goslee - Unit Supervisor at Boys Town Group Home**

Contact info: 347-244-5682