

Laura Munson

333 N. 1st Ave. W. #5108, Duluth, MN 55806

(608) 797-7322 ~ lauramunson21@gmail.com

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with a diverse range of stakeholders in dynamic, fast-paced settings.

SKILLS

- ❖ Capacity Planning
- ❖ Organizational Development
- ❖ Business Process Reengineering
- ❖ Operational Leadership
- ❖ Strategic Thinker
- ❖ Program Oversight

EXPERIENCE

Mental Health Crisis Specialist, La Crosse County Human Services - La Crosse, WI, 2023 - Present

- ❖ Provided therapeutic listening while displaying empathy and compassion towards clients
- ❖ Stayed current on mental health research to follow new developments and research in the mental health field
- ❖ Consulted with other staff members regarding treatment plans as deemed appropriate by the team leader
- ❖ Adhered to ethical and legal standards for confidentiality, protecting clients' privacy
- ❖ Displayed sensitivity to cultural and linguistic needs of clients and families served
- ❖ Attended training to participate in regular supervision and continued education to maintain professional competence and ethical standards

Operations Manager, Private Employer, La Crosse, WI, 2021 - 2023

- ❖ Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness
- ❖ Motivated and trained employees to maximize team productivity
- ❖ Enhanced operational performance and reduced labor expenses by developing and optimizing standard practices
- ❖ Evaluated team member performance and productivity, provided feedback and implemented corrective actions
- ❖ Managed supervisor itinerary and appointments and streamlined scheduling procedures

Program Supervisor, Sugar Creek Bible Camp, Ferryville, WI, 2014 - 2018

- ❖ Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones
- ❖ Coached team members on productivity strategies to accomplish challenging goals
- ❖ Organized and managed program development from conception through successful execution
- ❖ Created and delivered program training and education to keep participants knowledgeable about the program and provide necessary skills to participate productively
- ❖ Analyzed program data by tracking and reporting program outcomes to identify areas of improvement

EDUCATION

Bachelor of Science in General Studies, University of Wisconsin - La Crosse, WI, May 2023

- ❖ GPA: 3.8/4.0

CERTIFICATIONS

Certified Nursing Assistant, State of Wisconsin

Basic Life Support for Healthcare Providers, American Heart Association

Crisis Intervention Services, University of Wisconsin - Green Bay