



KRISTINA SEGLAH

CONTACT

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📍 412 1/2 S. Andrews St., WI,
United States

PROFESSIONAL SUMMARY

Committed professional with fantastic rapport-building skills promotes inclusion and non judgement. Relates to clients empathetically while demonstrating emotional intelligence. Active listener cooperating seamlessly with team of multidisciplinary professionals.

SKILLS

- Recovery plan development
- Harm reduction techniques
- Substance misuse assessment
- Case Management
- Patient confidentiality
- Record-keeping
- Client motivation techniques
- Empathetic listening
- Trauma-informed care
- Motivational interviewing
- Behavioral counseling
- Cognitive Behavioural Therapy
- Patient advocacy

EXPERIENCE

SUBSTANCE ABUSE COUNSELOR Aug 2021 - Sep 2024

LifeStance Health, Beaverton

- Conducted assessments, and treatment planning.
- Planned crisis intervention plans tailored to meet specific client needs.
- Cooperated with external social services, sharing information on client progress to offer holistic and comprehensive care.
- Advised and guided individuals and groups in response to difficult personal difficulties.
- Forged trusting working relationships with clients to maintain ongoing commitment to treatment plans.
- Led counselling sessions to develop clients' skills for confronting and resolving personal issues.

SUBSTANCE ABUSE COUNSELOR Jan 2021 - May 2022

Wolf Pack Consulting and Therapeutic, Beaverton

- Conducted assessments and treatment planning.
- Planned crisis intervention plans tailored to meet specific client needs.
- Forged trusting working relationships with clients to maintain ongoing commitment to treatment plans.
- Led counselling sessions to develop clients' skills for confronting and resolving personal issues.

CUSTOMER SERVICE REPRESENTATIVE Apr 2019 - Aug 2021

Farmers Insurance, Tigard

- Resolved product or service problems, handled customer complaints and followed these up to ensure efficient, effective resolution.
- Employed active listening and analysis to develop strong understanding of customer needs.
- Engaged, interacted and communicated with customers and provided creative solutions to problems.
- Educated customers about policies, item availability and pricing.

EDUCATION

ASSOCIATE OF SCIENCE - HUMAN SERVICES Jun 2012

Rogue Community College, Medford

BACHELOR OF SCIENCE - SOCIAL WORK

University of Phoenix, Phoenix

- Currently attending remote program