

# Ismael Rosas

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## Summary

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Dedicated and compassionate Behavioral Health and Crisis Intervention Specialist with over three years of experience providing trauma-informed care, counseling, and community outreach. Skilled in client-driven counseling, crisis response, and program coordination. Fluent in English and Spanish, with a proven ability to build community relationships and advocate for diverse populations. Licensed Real Estate Professional with a strong foundation in psychology and a commitment to client advocacy.

## Professional Experience

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### **CHOICE, Salinas, CA**

*June 2024 – Present*

#### **Intervention Specialist**

- Provide bedside trauma support to patients, offering empathetic listening and emotional care.
- Maintain up-to-date knowledge of community resources and facilitate referrals to support patient recovery.
- Assist patients with completing applications for services and advocate for their rights as victims of crime.
- Address immediate needs by providing basic life essentials, ensuring holistic patient support.

### **Alsana, Pacific Grove, CA**

*February 2024 – June 2024*

#### **Direct Care Specialist**

- Ensured client physical and psychological safety in a mental health treatment setting.
- Supported nurses in monitoring and documenting clients physiological data, including weight and sleep patterns.
- Delivered intervention counseling during mental health crises, promoting client stability and recovery.
- Maintained detailed records of client progress and incidents, adhering to organizational protocols.

### **Family Service Agency, Santa Cruz, CA**

*October 2023 – February 2024*

#### **Outreach Coordinator**

- Designed and delivered in-person and virtual educational presentations and training sessions.
- Facilitated participant feedback processes and analyzed program data to improve outreach initiatives.
- Built and nurtured relationships with community organizations, local businesses, and stakeholders to enhance program impact.

### **El Centro De Libertad, Half Moon Bay, CA**

*May 2023 – October 2023*

#### **SUD Counselor & Crisis Intervention Specialist**

- Conducted intake assessments to identify client treatment needs and developed personalized care plans.
- Provided individual and group counseling using evidence-based, client-centered approaches.
- Documented sessions in compliance with company and county regulations, ensuring accuracy and confidentiality.
- Collaborated with local sheriffs office to respond effectively to crisis situations.

### **Veritable Vegetable, San Francisco, CA**

*September 2021 – May 2023*

#### **Warehouse Associate & Shift Lead**

- Promoted to Shift Lead within six months due to strong performance and leadership.

- Led daily team meetings to set objectives, assign tasks, and communicate workplace safety protocols.
- Served as the primary point of contact for staff, addressing work-related needs and resolving issues efficiently.

**DArigo, Salinas, CA**

*July 2018 – September 2021*

#### **Irrigation Technician**

- Managed daily equipment logistics, ensuring proper loading and transportation of irrigation systems.
- Operated tractors and trailers to deliver and install irrigation lines, maintaining optimal water pressure.
- Prepared nutrient solutions to support field irrigation, contributing to efficient agricultural operations.

**Taco Bell, Salinas, CA**

*June 2017 – July 2018*

#### **Drive-Thru Cashier/Server**

- Delivered exceptional customer service, addressing complaints and needs with professionalism.
- Processed orders accurately and efficiently, following company protocols to resolve errors promptly.

#### **Education**

**San Francisco State University, San Francisco, CA**

*February 2022 – May 2023*

**B.A. in Psychology**

**Hartnell College, Salinas, CA**

*August 2019 – December 2021*

**A.A.-T in Psychology**

#### **Licenses & Certifications**

- **California Real Estate License** – Active
- Certified in Crisis Intervention and Counseling (pending specific details)

#### **Projects**

**WPA 24 Conference Submission** *San Francisco State University, Psychology & Law Lab, Fall 2024*

- Researched and submitted a paper on Preference for Non-Carceral Justice Alternatives and the Influence of Social Dominance Orientation and Racial Attitudes, exploring intersections of psychology and justice reform.

#### **Skills**

- **Languages:** Fluent in English and Spanish
- **Counseling:** Trauma-Informed Care, Substance Use Disorder Counseling, Crisis Intervention
- **Outreach & Coordination:** Community Engagement, Program Development, Data Analysis
- **Leadership:** Team Management, Training, and Conflict Resolution
- **Technical:** Documentation, Data Collection, and Agricultural Operations

#### **Professional Affiliations**

- Member, Western Psychological Association (WPA)
- Psychology & Law Lab, San Francisco State University