

KEELEY SHAW-ZUVER

RESOURCE ASSOCIATE



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Cincinnati, OH 45238

PROFILE

Diligent and meticulous Resource Associate with over four years of diverse experience in human services. Service-oriented and compassionate with a strong working knowledge of local social safety net resources. Skilled at connecting with community members and collaborating with service providers. Adept at managing multiple priorities with a positive attitude. Motivated to learn, grow, and excel in human services.

EXPERIENCE

RESOURCE ASSOCIATE – *Aug 2022 - Present*

United Way of Greater Cincinnati

- Assists with collection and inclusion of detailed information about nonprofit, charitable, and government service providers for resource database. Routinely reviews and updates records for completeness and accuracy in accordance with accreditation quality standards.
- Develops and maintains strong and effective working relationships with internal staff and community partners. Gathers information for database maintenance and growth purposes, including new agency information and interim updates. Responds thoughtfully to internal and external requests for resource additions or updates.
- Engages in proactive outreach and provides training to community partners to ensure prompt response to service requests made through kynect resources closed-loop referral platform.

ADMINISTRATIVE PROGRAM SPECIALIST – *Sep 2020 – Aug 2022*

Hamilton County Job & Family Services

- Scheduled and coordinated interviews for Children's Services applicants. Maintained organized, detailed files about candidates' progress in the hiring process and communicated regular updates to Children's Services Directors and Section Chiefs.
- Collaborated with internal and external instructors to produce conflict-free training schedules for each cycle of newly hired Children's Services staff. Maintained staff training tracking mechanisms to effectively monitor compliance with agency and state mandates.
- Managed Children's Services resource areas. Performed inventory checks of all stock and supplies at regular intervals. Replenished clothing, food, and other basic needs materials in a timely manner.
- Headed the procurement of supplies for 2022 National Association of Counties Achievement Award winning safe sleep awareness initiative. Assembled resource packages for distribution and engaged in related community outreach events.

EXPERIENCE
CONT.

SOCIAL SERVICE WORKER I – *July 2019 – Sep 2020*
Department for Community Based Services

- Partnered with families to develop a case plan that addressed child maltreatment and reduced risk of future harm. Monitored progression and behavioral change.
 - Interfaced with community organizations such as law enforcement agencies, school systems, courts, community action commissions, and shelters to provide resources, assistance, and service coordination to families.
 - Prepared for and participated in court hearings, including authoring reports and providing testimony.
 - Completed accurate, timely updates to physical and electronic case records in compliance with standard operating procedures and Kentucky Revised Statutes.
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EDUCATION

MASTER OF PUBLIC ADMINISTRATION – *Expected May 2024*
University of Cincinnati

GRADUATE CERTIFICATE, CHILD WELFARE PRACTICE – *August 2020*
University of Kentucky

BACHELOR OF ARTS, CRIMINOLOGY & JUSTICE STUDIES – *May 2019*
Kent State University

- Member of Kent State University’s Honor College and Phi Beta Kappa academic honor society
 - Graduated summa cum laude
 - Received Department of Sociology’s George A. Pownall and Kathleen Downing Pownall Scholarship and the Karen A. Nicholson Corrections Scholarship
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SKILLS

- Reporting and Documentation
- Critical Thinking
- Effective Communication
- Attention to Detail
- Research and Writing
- Time Management