

# MIGUEL RIVERS

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## PROFESSIONAL PROFILE

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- Aspiring Forensic Psychologist passionate about supporting youth involved in the criminal justice system.
- Offers bilingual Spanish and English skills and ability to collaborate with individuals from diverse backgrounds.
- Computer: Microsoft Office (Word, Excel, and PowerPoint); Google Suite (Drive, Sheets, Docs, and Slides); Zoom

## EDUCATION

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- University of Illinois-Chicago (UIC)**, Chicago, IL  
*Bachelor of Arts in Criminology, Law, & Justice; Psychology* Expected 05/2023  
GPA: 3.8/4.0; **Dean's List 7/8 semesters**
- Universidad San Francisco** (study abroad), Quito, Ecuador  
Coursework in Spanish, Psychology, and Sociology 05/2022 – 07/2022  
Volunteered with neighborhood organization (children and adolescents)

## COURSE PROJECT

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- Alternatives to Youth Detention Course**, UIC 08/2021 – 12/2021
- Participated in 4-member group tasked with creating new, interactive curriculum for a high school after-school program focused on teaching youth conflict resolution skills through role-play and activities
  - Designed short video module about the curriculum and the benefits to youth of participating in it
  - Collaborated with group members to present overview of curriculum in a formal presentation to classmates, professor, and representatives of afterschool program via Zoom

## RELATED EXPERIENCE

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- Youth Coordinator*, **Advantage Youth Services**, Chicago, IL 08/2021 – Present
- Monitor facility and youth safety through clearly defining rules and using behavior modification
  - Organize and instruct a cooking class in English and Spanish for homeless youth to enhance understanding of healthy eating practices and encourage utilizing free/low-cost neighborhood parks and Chicago Park District facilities
  - Collaborate closely with youth, teachers, family members, and community organizations to promote social and emotional well-being including accessing community mental health resources
- Volunteer Phone Paraprofessional*, **ASSIST Crisis Center**, Chicago, IL 01/2020 – 12/2020
- Managed client concerns in a timely manner and offered tools to improve coping skills in English and Spanish
  - Provided crisis counseling techniques to understand callers' concerns and convey appropriate community referrals to further assist the callers experiencing a crisis
  - Maintained accurate records of callers for internal statistics, follow-up, and future training purposes to improve responses to crisis situations

## ADDITIONAL EXPERIENCE

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- Sales Associate*, **Macy's**, Chicago, IL 05/2020 – 12/2021
- Resolved customer concerns in a positive manner through asking questions and practicing active listening while adhering to store customer service policies
  - Minimized in-store shoplifting by 30% through daily monitoring of sales floor in collaboration with other sales associates on a regular basis

## LEADERSHIP & CAMPUS INVOLVEMENT

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- Make Mondays Matter (service with Chicago organizations), *Volunteer* 09/2021 – Present  
Sigma Lambda Beta, *Vice President* 08/2021 – Present  
UIC Career Services, *Job Fair Volunteer Host* 09/2019 – 03/2020