

Amber Y. Handley \*Houston, Texas\*  
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### **TECHNICAL/PROFECIENCY SKILLS:**

- Excellent Customer Service Skills
- Proficient with Microsoft Office (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®)
- Call Center Experience
- Adept in PC and internet usage
- Ability to work with little or no supervision.
- Ability to work in fast paced environment.
- CSS

### **EMPLOYMENT HISTORY**

**Harris County CSCD** January 2023 – Present (Houston, TX)  
**Adult Probation Officer**

- Ensures compliance with all Community Justice Assistance Division Standards and Departmental policies and procedures.
- Exercises privileged communication as related to the position and maintains expertise in the operations, functions, and scope of the department.
- Generates and reviews compliance and /or monitoring reports.
- Monitors client's progress through regular interviews with client.
- Uses motivational interviewing techniques to assist in addressing criminogenic needs and to facilitate change in behavior to reduce recidivism.
- Documents all contacts with clients and all pertinent facts and events occurring in client's life, including issues of compliance and noncompliance. Documents collateral contacts, referrals, correspondence, and all other information pertinent to the progress or regress of the client.
- Assists clients with various referrals, including, but not limited to, counseling, treatment and court ordered classes.
- Ensures all money owed by client, as set forth in the conditions of community supervision, is collected and properly recorded.

**Travis County CSCD** July 2021 – December 2022 (Austin, TX)  
**Adult Probation Officer**

- Conducts interviews with clients, investigates and examines information related to client's case, and prepares a report to facilitate the sentencing process.
- Conducts initial and subsequent interviews with clients, explaining conditions of community supervision as set forth by the courts. Develops supervision plans for clients and completes all required documents on newly probated clients.
- Interprets conditions of community supervision, monitors for compliance with conditions, and takes appropriate action for non-compliance.
- Maintains ongoing accurate level of supervision on all offenders.
- Monitors client's progress through regular interviews with client. Conducts field visits to client's home and other locations pertinent to client's case.
- Uses motivational interviewing techniques to assist in addressing criminogenic needs and to facilitate change in behavior to reduce recidivism.
- Documents all contacts with clients and all pertinent facts and events occurring in client's life, including issues of compliance and noncompliance. Documents collateral contacts, referrals, correspondence, and all other information pertinent to the progress or regress of the client.
- Assists clients with various referrals, including, but not limited to, counseling, treatment, and job referrals.
- Ensures all money owed by client, as set forth in the conditions of community supervision, is collected and properly recorded.

- Prepares legal documents and other reports for judges, attorneys, and the court system, as required.
- Conducts urinalysis on clients, as required, for purposes of substance abuse monitoring. May administer other substance abuse screening and assessment tools.
- Provides testimony in court, as required.

**Austin Community College** September 2021 – July 2022 (Austin, TX)

**Health Sciences Assistant**

- Performs office duties in support of faculty, staff, and/or student efforts, including word processing, data entry, maintaining files, processing mail, and duplication.
- Gathers, compiles, and enters data, producing routine reports and documents.
- Produces handouts, fliers, newsletters, brochures, manuals, and other documents.
- Answers the telephone, routes calls, or takes messages; responds to and/or directs inquiries in person or on the telephone.
- Assists in the recruitment process by review applications and selecting top candidates.
- Provide support in the hiring process by scheduling interviews, preparing interview packets, scheduling interviews.
- Assist Department Chairs with tracking continuing education hours for faculty, collecting employee satisfaction survey data.

**Factory Builder Stores** December 2011 – August 2016 (Austin, TX)

**Sales Assistant:**

- Responsible for scheduling customer deliveries
- Customer correspondence via email and phone
- Data entry
- Assisting sales team with marketing
- Problem solving
- Collecting payments from customers

**EDUCATION:**

HBIU- MS Clinical Chaplaincy & Psychotherapy 2022

Huston-Tillotson University – BA Psychology 2021

Avenue Five Institute – Esthetician license 2015