

# KRYSTAL GUTIERREZ

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## CONTACT

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## PROFESSIONAL GOAL

Obtain a position at a behavioral health agency to complete practicum and internship hours for my Master's in Clinical and Mental Health Therapy program, gaining hands-on experience supporting clients through counseling.

## EDUCATION

### GRAND CANYON UNIVERSITY

-Masters of Clinical and Mental Health Therapy  
December 2026  
-GPA 4.0

### ARIZONA STATE UNIVERSITY

-Bachelors of Science in Psychology  
-Minor in Family and Human Development  
-August 2018-May 2022  
-Graduated Cum Laude  
-GPA 3.4

## SKILLS

- Problem Solving
- Teamwork
- Empathy
- Organization
- Time management
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Excel

## CERTIFICATIONS

- Level One Fingerprint Clearance Card
- IMPACT course through USA Volleyball
- USA Safesport training

## WORK EXPERIENCE

### Case Manager

**Denova Collaborative Health** (June 2024-Current)

- Provide case management services to children and adults by following AHCCCS requirements.
- Conduct symptom based assessments to identify needs.
- Facilitate Child and Family Team (CFT) meetings to create individualized services plans and collaborate care with other care providers.
- Coordinate with clinical teams, schools and families to support children's emotional and behavioral needs.
- Maintain a caseload of 120-150 individuals while abiding by HIPAA guidelines, thorough documentation, and ensuring quality care for all clients.

### Retail Relationship Banker

**BMO Harris Bank** (February 2022-June 2024)

**Chase Bank** (June 2019-November 2020)

- Use the "My Financial Compass" questionnaire to gather information on clients and place them in products that best fit their financial needs and goals.
- Assist clients with loan applications and closings (Home Equity Line of Credit, Personal Loans, Credit Cards). Using a One Client Approach by referring clients to other BMO Partners (Premier, Business Banking, Merchant Services, Payroll)
- Help de-escalate client problems, and connect them with appropriate teams when necessary. Consistently meet or exceed sales and referral goals on a quarterly basis. Maintain confidentiality with clients and following bank procedures. Scheduling appointments for myself and other bankers.

## Volunteer Experience

- Arizona Saguaros Club Volleyball (October 2022-Current)
  - Assistant and Head Coach ages 12-18
- National Youth Sports (May 2022-September 2022)
  - Coaching Girls Volleyball team, ages 11-13
- Avondale Sports Complex (September 2020-May 2022)
  - Coaching Girls Volleyball team, ages 8-11