

CHERVAE GORY

Bronx, NY • 917-569-8124 • chervaegory@yahoo.com

PROFESSIONAL SUMMARY

Results-driven and highly adaptable professional with experience in case management, client services, community-based support, documentation, conflict resolution, and resource coordination. Currently pursuing a Bachelor's degree in Business Administration and seeking opportunities in administrative operations and business environments.

PROFESSIONAL EXPERIENCE

Case Manager Acacia Network — Bronx, NY	Nov 2024 - Dec 2025
- Managed a high-volume caseload by providing comprehensive support to individuals and families experiencing housing instability. - Coordinated public assistance, housing placements, and essential services to help clients access critical community resources. - Conducted client intakes, needs assessments, and individualized service planning to support stability and independence. - Collaborated with housing specialists to coordinate transitions from shelter into permanent housing. - Conducted regular unit inspections to identify compliance and safety concerns and support adherence to shelter policies. - Mediated resident conflicts and de-escalated crisis situations to maintain a safe and structured environment. - Maintained detailed case notes and client documentation in accordance with agency and city regulations.	
Home Health Aide Marks Home Care — Bronx, NY	Apr 2017 - Dec 2024
- Provided daily personal care and support to elderly and disabled clients to promote independence and quality of life. - Assisted with hygiene, mobility, meal preparation, and medication reminders while following individualized care needs. - Coordinated with families and healthcare professionals to support continuity of care.	
Promoter / Designer Clean Heart Music — Bronx, NY	2019 - 2023
- Designed flyers, digital content, and promotional materials to support marketing campaigns and event promotion. - Managed social media promotion and community outreach to increase visibility for events and artists. - Built relationships with clients and creative collaborators to support brand development.	

ADDITIONAL EXPERIENCE

Macy's New York, NY	2016 - 2017
Delivered customer service, processed transactions, assisted with product selection, and supported merchandising.	
Overnight Stock Associate Aeropostale — New York, NY	2014 - 2015
Managed inventory, restocked merchandise, and prepared the store for efficient daily operations.	

EDUCATION

Bachelor's Degree in Business Administration Monroe University	Expected 2027
Associate Degree in Business Administration Monroe College — Bronx, NY	2024
GED Diploma	2023

CORE SKILLS

- Case Management & Client Support - Documentation & Compliance - Client Intake & Needs Assessment - Team Collaboration & Problem Solving - Social Media & Creative Design	- Housing Coordination & Resource Navigation - Crisis Intervention & Conflict Resolution - Communication & Relationship Building - Time Management & Multitasking
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