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# SUSAN (SUZIE) AKOK

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Salt Lake City, UT ♦ 801-347-5517 ♦ suzakok@gmail.com

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## PROFESSIONAL SUMMARY

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Self-motivated, hard-working individual with Master's Degree in Public Health and experience in healthcare operations and delivery. Over 5 years of community health worker, outreach coordinator, community leadership, and employment counseling experience.

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## SKILLS

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- Excellent communication skills
- Microsoft Office; Word, Excel, and PowerPoint
- Solution oriented with good interpersonal skills
- Problem solving
- Customer Services
- Excellent management skills
- Ability to work well independently
- Behavioral Health
- Case management, Counseling, and Workshops
- Community Health, CPR/First Aid
- Contracts and Grants Management
- Needs-assessment

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## WORK HISTORY AND INTERNSHIP

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### **Refugee Job Developer**

03/2020 to Present

#### **Department of Workforce Services – Salt Lake City, UT**

- Conduct assessment and evaluate customers' education, experience, knowledge and skills
- Develop customers' skills and experience with employer's requirement
- Search 60 jobs every months based on customers' interest
- Interact with employers about job openings and negotiate job offers
- Ensure to secure 8 placements every months

### **Employment Counselor,**

12/2016 to 03/2020

#### **Department of Workforce Services – Salt Lake City, UT**

- Provided quality case management for family's seeking enrollment
- Conducted family assessments to identified career goals
- Coordinated and collaborated with local partners and resettlement agencies to deliver successful case management
- Negotiated and developed individualized (SMART) employment plans with over 25 + customers to help them achieve their goals
- Monitored and evaluated their progress through regular face-to-face meetings and phone calls
- Maintained strong relationships with customers
- Referred them to ESL classes and employment opportunity
- Assisted customers with questions and concerns
- Trained and mentored 4 new employees to familiarize themselves with job; state policies and procedures. Serve on the refugee employees' wellness group and committee

### **Community Outreach Volunteer,**

01/2016 to 07/2016

#### **Catholic Medical Mission Board – Nairobi, Kenya**

### **Project 1 –Maternal and Child Health**

- Coordinated maternal and child health services to under-served women in rural areas of Kenya
- Conducted on-site needs-assessment in 6 rural hospitals to identify gaps and made recommendations to the Country Director on provision of maternal services
- Conducted workshops to 400 individuals. Of those, 350 pregnant/postpartum women, nurses, and community members stated the workshop was helpful
- Maintained, collected, entered data, progress reports, and subject log to ensure patients safety
- Developed health educational materials

### **Project 2 – Medical Male Circumcision**

- Performed and conducted outreaches about the free circumcision services to highest-risk male populations in Nairobi's community clinics
- Recruited 300 participants; educated them on risks of HIV; prevention methods. Of those, 280 patients were circumcised with no reported cases 2 weeks after procedure Amongst those, 200 patients said to be happy with their decision
- Reported findings, interpreted results, and made recommendations for the best care

### **Intern, Maternal & Child Health Support Coordinator,**

04/2013 to 07/2013

#### **International Rescue Committee – Salt Lake City, UT**

- Reviewed, studied, planned, and conducted one-on-one counseling on family planning sessions: prenatal vitamins, birth spacing and use of contraceptive methods
- Coordinated with pregnant women; clinics & hospitals to schedule prenatal/postpartum; assisted with transportation to obstetrical appointment
- Delivered expert clerical support to internal staff, and management by efficiently handling wide range of routine and special requirements

### **Program Coordinator, Vice President, Youth Leader,**

10/2012 to 01/2016

#### **South Sudanese Community Association of Utah – Salt Lake City, Utah**

- Formed and organized youth group;
- Provided directions and facilitated meetings to developed;
- Defined youth programs that address challenges faced with their families
- Planned workshops, coordinated resources, and training services that educated families and youth on substance abuse prevention, parenting skills, and college readiness
- Created and implemented an "incentive program" (after-school activity) to motivate and increase the number of high school graduates
- Improved operational performance without sacrificing quality by developing and implementing diverse approaches

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### **VOLUNTARY LEADERSHIP EXPERIENCE**

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Board of Director, Eli Health System (non-profit), Charlottesville, VA

04/2019 to Present

Refugee Wellness Advisory Committee, Utah Department of Health, Salt Lake City

03/2017 to 12/2017

Vice President and Youth Leader, South Sudanese Community Association of Utah

10/2012 to 06/2016

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### **EDUCATION**

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**Master's in Public Health: Westminster College - Salt Lake City, UT**

05/2014

GPA: 3.9

**Bachelor of Science: Sociology, University of Utah - Salt Lake City, UT**

05/2010

GPA: 3.5

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### **CERTIFICATIONS**

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Certified Mental Health First Aid, National Council for Behavioral Health, Salt Lake City, UT	07/2019
Leadership Training in Advocacy and Community Organizing, Refugee Congress, Salt Lake City, UT	10/2017
CPR & FIRST AID American Heart Association, Gold Cross Ambulance, Salt Lake City, UT	06/2017