

# Maureen Stevens

## Educator & Interventionist



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## Education

### MS – School Counseling

Walden University  
Currently Enrolled

### MS - Forensic Psychology

Walden University - 2018  
Focus – Criminal Investigation Analysis

### BA – Psychology - 2016

University of New Mexico  
Focus – Criminal Investigation Analysis

## Certifications & Licensures

### Central New Mexico Community College

- Alternative Teaching Licensure/Secondary Education
- EMT – Basic Training

## Skills

6215 CCritical thinking, Patience, Communication, Organization, Imaginative thinking, Leadership, Teamwork, Time Management, Conflict resolution, Curriculum design, Adaptable & Flexible, Enthusiastic, Collaborative, Respectful, Inclusive.

## Honors & Awards

- Psi Chi, International Psychology Honor Society- Walden University
- Cum Laude Graduate – UNM
- Vice President's Honor Roll – Central New Mexico Community College

References provided upon request

## Experience

### Albuquerque Public Schools • Truman Middle School

AVID Demonstration School, 2018 – Present  
Albuquerque, New Mexico

#### Social Studies Educator, Grade 8

Subjects included: Geography, Exploration, Colonization, and American History up to Reconstruction.

#### Social Studies Educator, Grade 7

Subjects included: Geography, Early Indigenous Peoples, Spanish Expansion, Statehood through Present Day issues with an emphasis on Mexican, Native American, and New Mexican Culture, Religion, Diversity, and Governments.

#### Health Educator, Grade 7

Subjects included: Mental and emotional health (personal health care, screenings, counseling, negotiation skills, bullying, coping skills and depression). Prevention and control of disease, Consumer health, Family life, Personal Health, Nutrition, Injury Prevention and Safety, Substance Use and Abuse, Community Health, Environmental Health, Teen Dating and Violence.

Duties for all grades Included:

- Creating and implementing strategic standards-based material for 150 students.
- Emphasizing student growth and abilities while employing a cognitive maturation model.
- Integrating AVID (Advancement Via Individual Determination) Program strategies within curriculum planning and teaching methods to guide students to critical questioning and knowledge integration.
- Supporting diverse students and their intellectual, emotional, and physical growth and education.

### Verizon Wireless • Customer Service Analyst

2008-2015

Albuquerque, New Mexico

- Created and implemented material for global support training for up to 1,300 representatives.
- Analyzed and predicted business needs for staffing resulting in an improvement of the customer service ratings, earning (4) J.D. Power "Best In Customer Service Awards.
- Partnered with business leaders to create and implement global tools to improve the customer's experience.
- Earned "Credo Ambassador" award for service to Verizon.