**Keenan Crowley**

keenanpatrickcrowley@gmail.com

### Education

**Masters in the Arts of Counseling**

*Gordon Conwell Theological Seminary* | Charlotte, NC

### Certificate in Pastoral Counseling

### Liberty University | Lynchburg, VA

### Bachelor of Christian Counseling in Psychology

### Liberty University | Lynchburg, VA

##### Associate of Arts in General Studies

*Seminole State College* | Oviedo, FL

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### Professional Experience

**Broken Wings Ministry** | Orlando, FL January 13thth, 2024 –Present

*Registered Mental Health Counseling Intern*

 Deliver faith-integrated, trauma-informed counseling to children, teens, adults, and families, blending biblical principles with evidence-based modalities.

 Conduct comprehensive intake assessments, formulate treatment plans, and provide ongoing therapy sessions aligned with client goals and spiritual values.

 Collaborate closely with ministry leaders and community partners to support underserved populations and promote mental health awareness within church settings.

 Utilize CBT, DBT, and Sand tray Therapy interventions to address a range of presenting concerns, including anxiety, depression, grief, and family conflict.

 Participate in weekly clinical supervision and case consultations to ensure ethical practice, clinical growth, and alignment with Florida licensure standards

**Heart Bonds Counseling** | Orlando, FL January 13thth, 2024 –Present

*Registered Mental Health Counseling Intern*

* Provide compassionate, client-centered counseling using evidence-based therapeutic techniques, including Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), and trauma-informed approaches.
* Complete detailed clinical documentation, including intake assessments, progress notes, treatment plans, and discharge summaries in compliance with ethical and legal standards.
* Collaborate effectively with supervisors and multidisciplinary teams to ensure comprehensive, coordinated care tailored to individual client needs.
* Facilitate psychoeducational groups and individual sessions addressing anxiety, depression, trauma, relationship issues, and behavioral concerns.
* Maintain active participation in professional development, supervision, and training opportunities to enhance clinical competencies and ensure alignment with licensure requirements.

**Heart Bonds Counseling** | Orlando, FL September 9th, 2024 –December 12th, 2024

*Graduate Mental Health Student Intern (Internship II)*

* Perform initial psychological assessments to understand client needs and establish a basis for treatment planning.
* Participate in individual and group therapy sessions under supervision, applying therapeutic techniques learned in studies.
* Treatment Planning: Assist in the development and review of treatment plans tailored to each client's specific therapeutic goals and needs.
* Documentation: Maintain accurate and timely documentation of all client interactions, treatment plans, and progress notes.
* Supervision Participation: Regularly attend supervision meetings to discuss cases with supervisors, receive feedback, and refine counseling techniques.

Devereux Advanced Behavioral Health | Orlando, FL May 20th, 2024 –September 9th

*Graduate Mental Health Student Intern (Internship I)*

* Provides direct and indirect mental health services under supervision
* **Assists in conducting initial assessments, intake interviews, and gathering comprehensive client histories**
* Maintains accurate and timely documentation of client interactions, progress notes, and treatment plans
* Collaborates with a multidisciplinary team for holistic care
* Contributes to the development and review of individualized treatment plans

#### Devereux Advanced Behavioral Health | Orlando, FL January 8, 2024 –January 23, 2024

*Direct Support Professional*

* Supporting a therapeutic environment, while ensuring the safety and well-being of the individuals we serve.
* Conducting daily living activities, including health & hygiene management, cooking, cleaning, and recreation.
* Following and implementing behavioral support plans.
* Collaborating with a multidisciplinary team to assess and address the unique needs of each child or adolescent.
* Documenting shift reports, incident reports, and individual progress notes.

#### Community Counseling Center of Central Florida| Orlando, FL April 2023 – November 2023

*Graduate Mental Health Student Intern (Practicum)*

* Conducted intake assessments and assisted with treatment planning under supervision.
* Supported clients in developing and practicing coping skills and self-care strategies.
* Demonstrated empathy, active listening, and practical communication skills when interacting with clients.
* Utilized electronic health record systems to document client information accurately and efficiently.
* Collaborated with interdisciplinary teams to develop and implement therapeutic interventions.

**FanDuel** | Orlando, FL August 2021 – November 2023

**Customer Operations Agent** (August 2021 – August 2022) / **Compliance Associate** (August 2022 – November 2023)

**Customer Operations Agent (August 2021 – August 2022)**

* Provided exceptional email and chat support to resolve user issues, exceeding expectations for a growing sports fan community.
* Mastered FanDuel's internal admin systems, efficiently managing user accounts, troubleshooting bugs, and ensuring rapid issue resolution.
* Shared valuable user insights and trends with product, marketing, and operations teams to drive business improvements.
* Monitored critical site performance, identifying and escalating issues promptly for speedy resolutions.
* Managed individual user accounts, addressing user-specific inquiries promptly and effectively.
* Utilized Microsoft Office products (Word, Excel) and various office software to streamline compliance processes and reporting.

**Compliance Associate (August 2022 – November 2023)**

* Conducted timely reconciliation and execution of state reporting requirements to maintain regulatory compliance.
* Investigated customer accounts based on information from internal stakeholders, regulators, and law enforcement.
* Gathered and managed confidential information and documentation, responding to regulatory and law enforcement inquiries.
* Supported operational reporting, tracking, and metrics for risk-based analysis, providing insights for senior management.
* Implemented and executed compliance processes, demonstrating critical thinking for process improvements.
* Demonstrated passion for working in a fast-paced startup environment, building exceptional teams, leading by example, and maintaining professionalism in scheduling and office conduct while adhering to all FanDuel policies and procedures.

#### Seminole County Public Schools | Orlando, FL June 2017 – December 2023

*Substitute Teacher*

* Perform the instructional and classroom management processes for absent teachers for a day or more extended periods.
* Duties include taking attendance, explaining homework, and maintaining classroom cleanliness.
* Adhere to the curriculum and lesson plans assigned by the regular teacher.
* Effectively communicate with students, staff, and administrators to ensure a smooth transition in the absence of the regular teacher.
* Implement and manage any special accommodations or modifications outlined in the students' Individualized Education Programs (IEPs).

#### Young Life | Orlando, FL June 2017 –August 2021

*Young Life Staff Associate*

* Develop a yearly personal growth plan that fosters a vibrant spiritual life, including time for solitude.
* Make phone calls and regularly meet with volunteer leaders, donors, parents, and area leadership.
* Raise financial support as directed, maintain good donor care practices, and follow up.
* Quickly learn new systems like Salesforce and Cashflow.
* Communicate ministry updates and progress to personal donor partners.

#### ABC Center For Autism | Oviedo, FL May 2016-May, 2017

*Registered behavioral tech*

#### Worked with autistic students in a school program, offering support, guidance, mentorship, and teaching

#### Put together and organize a week’s lesson plans for the students every week.

* Organized fun and educational activities for the students when it was necessary.

#### Worked with cultures of all backgrounds

#### Maintain a safe student environment, partnering with parents, volunteers, and school members.

#### The Grove Counseling Center | Winter Springs, FL

Behavioral manager *May 2014-May 2016*

* Work closely with the team to transport kids to school, counseling sessions,
* Prepare food and maintain a clean work area, adhering to health code standards.
* Respond to changing requests of customers promptly and communicate effectively with co-workers.
* Worked closed with autistic and non-autistic clients
* Demonstrated flexibility and adaptability by efficiently responding to changing requests from customers, ensuring a smooth and responsive service delivery.