

ANDREW HORMAN

Support Leader



SUMMARY

Dedicated and results-oriented professional with dual expertise in clinical mental health counseling and customer support leadership. Experienced in handling diverse client needs through effective communication, active listening, and crisis intervention. Proven leadership abilities through mentoring peers, facilitating training programs, and developing client resources in both clinical and customer service environments. Proficient in utilizing technology to enhance engagement, complemented by strong writing and project management skills.

EDUCATION

Our Lady of the Lake University - Online

Master of Arts in Clinical Mental Health Counseling
2019 – 2026

Ashford University - Online

Bachelor of Arts in Psychology 2009 – 2012

International Institute of the Americas

Associate of Arts in Microcomputer Networking
2002 – 2004

CERTIFICATIONS

NTI Virtual Call Center Certification
National Telecommuting Institute Online
Aspira Telehealth Certification
Veterans Administration Cognitive
Processing Therapy Certification

Executive Leadership Certificate

- Demonstrated skills in design thinking and project management.
- Completed the Better World Project, including planning, implementation, and reflection.
- Proficient in presenting completed projects and engaging with others in the process.

Advanced Leadership Certificate

- Understanding of NSLS Nine Principles of Leadership. Applied concepts of growth mindset and emotional intelligence to leadership strategies.
- Completed EQ Assessment, Growth Mindset & EQ
- Activity, SWOT Analysis, and Leadership Portfolio.

Foundations of Leadership Certificate

- Demonstrated ability to self-identify, set SMART goals, and engage with others.
- Developed and executed plans to achieve goals.
- Active participation in Speaker Broadcasts and Success Networking Team Meetings.

PROFESSIONAL EXPERIENCE

Clinical Mental Health Intern

UT Health TCC and NOW | January 2026
Clinics - August 2026

Key Achievements:

- Pilot-tested Motif Mapping under supervision of the Director of Training –a novel clinical protocol that synthesizes established evidence-based modalities (Narrative Therapy, Trauma-Informed Care, and Motivational Interviewing) into a disability-informed, 5-phase framework.
- Presented the integrative framework to clinic therapy labs and authored web-based interactive training modules (reflectivetraining.org) to educate interns and staff on non-directive MI reflections and accessibility guardrails.
- Managed an active outpatient caseload across the lifespan (ages 13–70), delivering individual therapy, mental health triage, intakes, and walk-in crisis stabilization ("Living Room" services) utilizing Crisis Response Plans (CRP).
- Co-facilitated in-person trauma/PTSD groups and virtual mindfulness groups within a multidisciplinary behavioral health clinic.
- Partnered across a multidisciplinary team (Counseling, MFT, Psychiatry, Psychology, Case Management) to coordinate holistic care; created a clinic-wide area pet resource guide and served as an internal consultant for clinicians navigating complex state/federal medical and disability support systems.
- Documented comprehensive patient care in Epic EHR while utilizing Abridge AI ambient note-taking tools to maintain clinical workflow efficiency.

Call Center Agent

EverConnect | July 2020 – Present

Key Achievements:

- Managed high volumes of inbound, outbound, survey, and line testing calls with a consistent conversion rate averaging 60% or higher.
- Provided exemplary customer service by demonstrating extensive product knowledge and resolving disputes effectively. Assisted fellow agents and support team leads by offering guidance, answering queries, and providing direction as needed.

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CERTIFICATIONS - CONT.

- Orientation and Leadership Training Certificate
- Demonstrated ability to self-identify, set SMART goals, and engage with others. Active participation in NSLS Orientation and Leadership Training Day. Completion of Program Workbook.

Certified Trauma Professional (CTP) Certification

- Evergreen Certification Number 272192
- Active September 2, 2025-September 3, 2026

AWARDS

- Received Bravo Certificate of Achievement in July 2023 and January 2022 for outstanding performance in Quality Assurance evaluations, Agent Adherence, Attendance, Missed Wrap Percentage, and Agent Conversion Rate.
- Recognized with Agent of the Month and Rising Star Award in August 2021 for dedicated support to the National Society of Leadership and Success, Our Lady of the Lake chapter.
- Honored with the Golden PADD Award in August 2018 for a Science Fiction Short Story, including web hosting and domain benefits until 2020 and subsequent top-tier hosting package upgrades.

SKILLS

- Customer Service Excellence
- Technical Support Leadership and
- Mentoring Training and
- Development Writing and
- Documentation Project Management
- Technical Writing Communication
- and Collaboration Adaptability and
- Troubleshooting Leadership
- Principles and Behaviors

PROFESSIONAL EXPERIENCE

- Played a crucial role in training new hires during August and September 2023, contributing to the success of the exchange program with call center agents from Jordan in October 2023.
- Established and maintained strong rapport with vendors by ensuring the availability of comprehensive information.
- Actively participated in call scoring, ensuring thorough reviews and meeting quotas for call scoring, attendance, and evaluation grades.

Other Responsibilities:

- Assisted in the development and implementation of training programs for new hires and exchange program participants.
- Collaborated with the team to improve overall call center efficiency and customer satisfaction.
- Assisted in Work force Management - scheduling modifications, attendance, shift coverage, reportings.

Clinical Mental Health Counseling Intern

ABC Counseling Inc | January 2025 -
June 2025

Key Achievements:

- Conducted individual interventions and assessment using Strengths-based theory, Mindfulness, and Cognitive Behavioral Therapy.
- Showed adaptability in dealing with clients and client needs
- Enhanced intervention knowledge through discussion with site supervisor as well as additional personal readings on subjects such as Brief Therapy and Single Session Cognitive Behavioral Therapy Provided both in person and telehealth therapeutic sessions.
- Created Group Therapy groups for both Men's Health and Men's Therapist Support.

Clinical Mental Health Counseling Intern

Josephine Recovery Centre | August 2024 -
November 2024

Key Achievements:

- Engaged in and assessed consumers through idle conversation Conducted individual interventions and assessment using Strengths-based theory and Brief Therapy Conducted and assisted
- with group interventions utilizing IMR system Intervened when consumers started showing signs of crisis behavior utilizing strengths-based theory and/or mental health first aid strategies to deescalate situations .
- Introduced mindfulness huddles, which included mindfulness breathing which had consumers practice breathing to alleviate stress, anxiety and sleeplessness.
- Showed adaptability in dealing with consumers and consumer needs.
- Enhanced intervention knowledge through discussion with site supervisor as well as additional personal readings on subjects such as Brief Therapy and Single Session Cognitive Behavioral Therapy.