

CARRIE LUX CATTALO

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Professional Summary

A compassionate and empathetic mental health counseling graduate with experience working with children, adolescents, and adults using a variety of theoretical perspectives in individual, family, and group therapy sessions. Demonstrates a passion for supporting the success and health of members of underserved populations. Experienced in insurance billing and coding, management, marketing, payroll, writing, and financial business growth.

Work Experience

Mental Health Counseling Intern

Pennsylvania Comprehensive Behavioral Health

May 2025 to Present

- Provide individual counseling using integrative, trauma-informed approaches that center client agency and relational healing.
- Develop treatment plans and documentation that translate complex emotional and behavioral data into clear, actionable goals.

Chief Financial Officer

Mindful Healthcare Services, LLC

September 2025 to Present

- Manage financial and payroll records, ensuring accuracy and compliance with state and federal regulations for healthcare providers

Sr. Mortgage Loan Officer

Union Home Mortgage

March 2023 to January 2025

- Lead Central PA team in custom home build financing, purchase, and existing home financing.

Sr. Mortgage Loan Officer

NVR, Inc

August 2017 to February 2023

- Analyzed credit, income, and financial documents to determine home loan approval.
- Coached sales team on effective communication skills and techniques, reading non-verbal cues.
- Developed and authored "Mastering Non-Verbal Communication," which I presented to the offices of Maryland, Pennsylvania, and Virginia. This presentation aims to assist individuals seeking to enhance their interpersonal skills and relationships through a comprehensive understanding of non-verbal communication.

Chief Medical Operations Officer

The Baltimore Center - GBMC

November 2009 to July 2017

- Oversaw employees, accounting, budget, and insurance billing of a medical office.
- Collaborated with providers to ensure timely insurance reimbursement and self-pay clients.
- Client consulting, engagement, and assessment of patient needs.
- Collaboration with GBMC healthcare teams, patient education and consulting, crisis management, and feedback collection

Teacher and Behavior Intervention Assistant

Collington Elementary School, Baltimore, MD

August 2007 to October 2009

- 6th, 7th, and 8th-grade math teacher who assisted in behavioral management.
- Academic and skill development with children and adolescents.
- Identified social, developmental, and behavioral issues affecting academics.

Victim Assistance Advocate

Athens County, Ohio Courthouse, Athens, OH

September 2003 to May 2004

- Provided court advocacy to child and adult crime victims.
- Assessed needs, referred to other human service agencies, and developed service plans.
- Maintained victim records and acquired counseling for individual or group therapy.

Education

Master of Science (M.S.) in Clinical Mental Health Counseling

Grand Canyon University

September 2023 to March 2025

- GPA 4.0
- Honors: Alpha Chi National College Honor Society, January 2025

Bachelor's in Criminal Psychology

Ohio University-Main Campus College of Arts and Sciences

June 2000 to May 2004

Skills

Behavioral Therapy | Certified in Sexual Health | Strong verbal and written communication skills

Detail-Oriented | Sales & Marketing | Accounting, Payroll & Finance | Educating | Public Speaking