

Shannah McGarva

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Objective

Compassionate and motivated individual seeking an entry-level social services role, bringing skills in empathy, supportive communication, confidentiality, and assisting diverse populations.

Education

B.S. Business Administration, University of Nevada, Reno — Exp. June 2029

General Education & Behavioral Foundations, Lassen Community College — 2021–2025

High School Diploma, Lassen High School — 2025

Relevant Experience**Sierra Trading Post — Reno, NV**

Merchandise Associate | Sept 2025–Present

- Provide empathetic communication to diverse individuals.
- Assist customers with concerns, demonstrating patience and problem-solving.
- Maintain a safe environment and handle sensitive information professionally.

Marshalls — Susanville, CA

Retail Associate | Jun 2024–Aug 2025

- Delivered trauma-sensitive and inclusive customer support.
- Helped individuals navigate resources and policies.
- Supported safe environments by monitoring behavior and responding appropriately.

Super 8 Hotel — Susanville, CA

Housekeeper | Jun 2023–Aug 2023

- Interacted respectfully with guests, maintaining privacy and comfort.
- Supported guest well-being through safe, clean living environments.
- Maintained accurate daily logs and documentation.

Skills

Empathetic Communication • Active Listening • Cultural Sensitivity • Confidentiality • Client Support • Crisis Awareness • Documentation • ASL Knowledge • Adobe Certified • LinkedIn Certified