

Ash Hawthorn

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EDUCATION

Arizona State University

Aug 2026 - present

Master of Social Work (MSW)

Arizona State University

Dec 2018

[Bachelor of Science - Family and Human Development](#) (cum laude)

Minor - Sociology

Google

July 2025

[Professional Certification - Data Analytics](#)

PROFESSIONAL EXPERIENCE

UFCW 3000 – Coupeville, WA

Union Shop Steward - Full-time

Aug 2025 - April 2026

- Regularly educated union members on their rights under their labor contracts with WhidbeyHealth Medical Center.
- Recruited new members to join the union and attend organizational meetings. Some of these members also went on to become shop stewards.
- Received training on how to advocate for members during disciplinary meetings with their leadership. This included conflict de-escalation and assisting members with understanding their rights in such meetings.

WhidbeyHealth Medical Center – Coupeville, WA

Patient Registrar - Full-time

Dec 2024 – April 2026

- Registered patients for primary and walk-in care visits at multiple locations within Island County.
- Addressed the administrative needs of patients (such as coordinating referrals, prescriptions, and navigating insurance documentation). Assisted with the streamlining of required check-in documentation to lessen patient frustration.
- Received training on HIPAA regulation adherence, conflict de-escalation, and mental health crisis response.

BCT Partners – Newark, NJ (remote)

User Training Specialist - Full-time

Nov 2022 - Nov 2024

- Assisted with training case managers on how to use GPMS, a case management tool designed by BCT Partners for the Department of Labor's [Senior Community Service Employment Program \(SCSEP\)](#).
- Regularly sought feedback from case managers regarding how GPMS can be adjusted to better suit their workflows. This feedback often included adjustments to the way participant data is connected to relevant community-based organizations (CBOs).
- Received training on how to write technical documentation that is accessible to persons with disabilities, according to Section 508 standards.

Unite Us – Chicago, IL (remote)

Community Resources Specialist - Full-time

Jan 2019 - Nov 2022

- Regularly contacted 50+ CBOs to verify available services, such as food banks, homeless shelters, harm reduction agencies, and childcare centers.

- Collaborated with the product management team to introduce new accessibility features to the search tool. An example is the feature in their electronic health record (EHR) system that automatically translates the profile pages of all CBOs to any requested language.
- Received training on creating educational materials that can easily teach the average person how to search for services they need.

New Directions Domestic Violence and Rape Crisis Center – Mount Vernon, OH

Resident Support Staff Member - Full-time

Aug 2017 - Jan 2019

- Worked the overnight shift at the organization's shelter. This included providing emotional support to survivors and their children in the evenings, ensuring the shelter is stocked properly for their stays, and collaborating with their case managers regarding any resource needs.
- Received training on identifying signs of domestic and sexual violence, trauma-informed crisis response, conflict de-escalation, and harm reduction. This included instruction on how to use Naloxone on others, as well as how to attend court hearings with survivors as a support person.

SKILLS

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|---|-----------------------|
| ● Trauma-informed care | ● Victim advocacy |
| ● CPR certified | ● Accessible learning |
| ● Electronic Health Record (EHR) software | ● CBO referrals |
| ● Workplace organization | ● Community health |