



MARITZA LAURIENZO

Child and Youth Worker



(613) 770 - 1753



maritza.a.cutajar@gmail.com



Ottawa ON

EDUCATION

BA Psychology
University of Guelph

BA Honours Developmental
Psychology

Carleton University

- Awards:
 - Deans List (3rd and 4th year)

CERTIFICATIONS

- CPR/First Aid/AED and Non-violent Crisis Prevention
- Vulnerable Sector Check
- Inuit Culture Sensitivity & AODA

SKILLS

- Proficient in office, payroll and other common programs/software
- Statistical analysis and report writing techniques and processes
- Strong Organizational and Communication skills
- Adaptable and able to work under pressure
- Project Management, Strategic Planning & Collaboration

About Me

I am a dedicated child and youth care professional with leadership experience and a background in developmental psychology. I focus on fostering environments that support the social and emotional development of young people. My skills include managing diverse populations, strategic planning, and effective teamwork, with a strong emphasis on relationship building, de-escalation, and collaboration..

WORK EXPERIENCE

Child and Youth Worker

Stepping Stones Foster Care Inc.

Feb 2024- present

- Review clients background information, interview clients to obtain case history and prepare intake reports
- Assess clients' relevant skill strengths and needs and lead care through a treatment based and attachment and trauma-informed approach
- Work with clients who are differently-abled, including ADD/ADHD, Fetal Alcohol Spectrum Disorders, Conduct Disorder, social, emotional and behavioural difficulties as well as those that are considered high-risk, runners, individuals who self-harm, individuals with an involvement with the law, and substance abuse
- Assist in the development of, and the delivery of a Plan of Care to clients to assess their progress, give support and discuss any difficulties or problems
- Refer clients to other social services or assist clients in locating and utilizing community resources including legal, medical and financial assistance, housing, employment, transportation, day care and other services
- Implement life skills workshops, substance abuse treatment programs, behaviour management programs
- Assist in evaluating the effectiveness of treatment programs by tracking clients' behavioural changes and responses to interventions
- Trained in CPI to provide crisis intervention when required, CPR, First Aid, other completed training includes Human Trafficking of Youth (including Sex Trafficking), Autism, and Indigenous sensitivity.

Store Manager

Starbucks

February 2021 – February 2024

- Leading a team of store partners to create and maintain the Starbucks Experience for our customers and partners
- Modeling and acting in accordance with Starbucks guiding principles, leading with kindness, and living the mission and values
- Regularly manage the overall operation of the store, the majority of time is spent supervising and directing the workforce, making staffing decisions (i.e., hiring, training, evaluating, disciplining, discharging, staffing and scheduling), ensuring customer satisfaction and product quality, managing the store's financial performance, and managing safety and security within the store
- Drives the implementation of company programs by developing action plans and directly motivating and instructing the store team to implement them to meet operational and organizational objectives
- Constantly reviews store environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to the store team to achieve operational goals
- Continuously work on partner development and provide partners with coaching, feedback, and developmental opportunities (conducting partner development plans and scheduling 1 on 1's to connect about goals and progress)
- Plan and execute strategic and operational plans for the work group, managing execution, and measuring results

Shift Supervisor/Customer Service Agent

Porter Airlines

August 2016 – February 2021

- Ability to perform accurately and appropriately in a fast paced, stressful environment – Approach every situation without bias and remain focused on successful push backs of your flights while handling passenger requests, concerns, and questions
- Create bookings, board flights, and ensure best customer service is provided (dealing with regular and V.I.P passengers)
- Assist the team by delegating help where needed, be aware of MTOW limits and W&B issues to ensure OTP (on time performance)
- Ensure agents are at corresponding gates for their assignments and ensure flights are pushed or offloaded according to departure and inbound schedules
- Ensure contamination between domestic and international passengers does not occur and precautions are made to communicate effectively with gate agents surrounding inbound and outbound flights
- Help with the de-escalation of passengers and situations
- Acquired Red level RAIC Security clearance(Full access)