

Savannah Ivic

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PROFESSIONAL SUMMARY

Trauma-informed social services professional with a strong background in crisis response, client advocacy, and safety planning. Experienced in working with vulnerable populations, coordinating community resources, and collaborating across multidisciplinary teams to support client-centered outcomes and equitable access to services.

PROFESSIONAL EXPERIENCE

Family Case Manager | Indiana Department of Child Services | 05/2025 – Present

- Conduct trauma-informed investigations and intake interviews involving child abuse and neglect while assessing safety and risk to determine immediate and ongoing threats to child welfare.
- Develop safety plans and document investigative findings, substantiation decisions, and recommendations for Juvenile Court in addition to preparing materials used in legal proceedings and providing court testimony as required.
- Collaborate with multi-agency partners including prosecutors, law enforcement, medical professionals, and community providers while responding to crisis and emergency response assignments requiring critical, time-sensitive decision-making.

Student & Child Support Specialist | University Instructors; Nathaniel Jones Early Learning Center; The Goddard School | 09/2023 – 02/2025

- Provided trauma-aware support to children with emotional, behavioral, and developmental needs in educational environments, utilizing communication and behavioral regulation strategies.
- Promoted safe, stable learning environments through behavioral support and crisis prevention.
- Collaborated with educators, specialists, and caregivers to promote safety, stability, and student well-being.

Store Manager | Party City | 09/2021 – 09/2023

- Provided calm, effective leadership during high-conflict situations, utilizing de-escalation strategies to maintain safety and professionalism.
- Supervised, coached, and supported staff members, addressing performance concerns, interpersonal conflict, and policy violations with fairness and consistency.
- Modeled clear communication, emotional regulation, and ethical decision-making in fast-paced, unpredictable environments.

EDUCATION

Bachelor of Science in Psychology, With Distinction | Indiana University East | 12/2024

- GPA: 3.78/4.0
- Chancellor's List
- Dean's List
- Top 10% of Graduating Class
- Howard W. Fieber Scholarship Recipient
- IU Mentor

CERTIFICATIONS

Professional Life Coach Certification | Transformation Academy

Student Success Mentor Training | Mentor Collective

CPR, First Aid, & AED | American Heart Association