

Charles Franklin

4046923561 | franklincharles429@gmail.com | Augusta, GA

Summary

Licensed minister, chaplain, and Christian life coach specializing in mental health crisis support and case management. Tech-driven emergency response professional with expertise in GIS, radio communications, and disaster mapping. Social work student leveraging artificial intelligence, faith, and lived experience to drive social advocacy and change. Passionate about using technology to enhance social services, disaster response, and mental health support.

Work Experience

Humanitarian OpenStreetMap Team (HOTOSM)

Volunteer Disaster Mapper | 02/2025 - Present

Contributed to crisis response efforts by mapping disaster-affected areas.

Crisis Text Line

Crisis Counselor Volunteer | 01/2025 - Present

Promptly answering incoming text messages from individuals experiencing a crisis, providing a supportive and empathetic presence.

Outlier AI

AI Writing Evaluator | 05/2024 - Present

reviewing and assessing the quality of text generated by artificial intelligence (AI) models, providing feedback to help improve the AI's writing abilities. Essentially, you would act as a human judge, evaluating the AI's writing based on criteria like grammar, clarity, coherence, and relevance to the prompt

Anthology Inc.

Tech Support Agent (Temporary) | 06/2024 - 09/2024

Primarily responsible for providing technical assistance to customers using Anthology's software applications, troubleshooting issues, resolving problems, and ensuring smooth user experience by answering inquiries through various channels like phone, email, and chat, while maintaining a strong understanding of Anthology's product suite and best practice

Skills

Crisis Intervention & Case Management, Open-Source Intelligence (OSINT), Remote Technical Support, Pastoral Care, Project Management, Cybersecurity, Python, Salesforce, Mental Health Counseling, Generative AI

Certifications & Training

Psychological First Aid, Skills for Personal Resilience, QPR Suicide Prevention Training, Military Culture, Veteran Mental Health, Trauma-informed Care, ArcGis, Christian Mental Health Coaching, Faith Therapy

Education

Capella University

Social Work | 05/2027

Edison Community College

Social Science Education | 05/2005

Licenses

- Field Minister (2024)
- Ministry Chaplain (2024)
- Christian Life Coaching (2024)
- Wedding Officiant (2023)

Projects & Professional Development

1. Cognizant Technology Solutions – Job Simulation (Forage)

- Developed data analysis and visualization solutions to support business decision-making.
- Gained experience in digital transformation and IT consulting strategies.

2. Mastercard – Job Simulation (Forage)

- Conducted financial data analysis and market research to enhance payment solutions.
- Applied business intelligence tools to interpret consumer spending trends.

3. AIG – Job Simulation (Forage)

- Assessed and managed financial risk scenarios for insurance underwriting.
- Learned key principles in corporate risk management and actuarial analysis.

4. PwC Switzerland – Job Simulation (Forage)

- Conducted financial audit tasks and identified potential compliance issues.
- Developed analytical skills in accounting and business advisory services.

5. Tata Group – Job Simulation (Forage)

- Explored corporate sustainability initiatives and business process improvements.
- Analyzed supply chain and operations management strategies.

6. Siemens – Job Simulation (Forage)

- Completed an engineering and technology consulting simulation.
- Developed automation strategies to optimize industrial processes.

7. ASHM Public Health Virtual Experience – Job Simulation (Forage)

- Gained insights into public health policy and strategies for managing infectious diseases.
- Conducted research on HIV, viral hepatitis, and sexual health medicine initiatives.

8. NSW Government – Job Simulation (Forage)

- Explored public sector decision-making and policy implementation.
- Developed reports on governance, compliance, and strategic planning.

9. Salesforce Agentblazer Program

- Achieved 'Champion' status by mastering foundational concepts of Agentforce and building autonomous agents.
- Applied AI ethics principles in designing agents to enhance customer service operations.

Languages

Spanish (Advanced Beginner)