

Jessica Lored

UMKC GRADUATE STUDENT | COUNSELING

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Across 15 years spanning product design, educational technology, and now clinical counseling, I've built my work around one constant: empathy. I work to understand what someone needs first before helping them get there. My clinical training includes trauma-informed, person-centered counseling and assessment, case conceptualization, crisis counseling, and evidence-based intervention, informed by a career spent designing experiences that put people first.

EDUCATION

University of Missouri-Kansas City Expected 2026	Master of Arts in Counseling
Southern Methodist University 2010	Master of Arts in Interactive Technology
University of Missouri-Kansas City 2008	Bachelors of Arts, Studio Art & English

CLINICAL EXPERIENCE

CAPAcares.org May 2026 – Present	Clinical Intern - Carried a mixed caseload of child (as young as 5) and adult clients under site clinical supervision. - Utilized child-centered play therapy (CCPT), TF-CBT, and person-centered approaches. - Facilitated Parenting Skills Training (PST) sessions and helped shape curriculum for programming. - Co-facilitated HIKE, a Social-Emotional Learning (SEL) after-school program. - Conducted intake, case conceptualization, and SIRP-format progress documentation - Participated in court-involved case coordination, including guardian ad litem meetings. - Completing AmeriCorps service training alongside clinical caseload responsibilities.
UMKC - CCAS Aug 2025 – May 2026	Practicum Counselor - Provided counseling services under faculty supervision for diverse clients. - Conducted intake, diagnostic assessment, and suicide risk assessment. - Applied trauma-informed and person-centered approaches. - Managed treatment planning, case management, and client advocacy.
Crisis Text Line Summer 2023	Volunteer Crisis Counselor - Completed 40 hours of training for crisis intervention. - Supported texters experiencing acute distress through active listening and de-escalation. - Applied Ladder-Up risk assessment and safety planning protocols. - Used CTL's crisis model: rapport building, problem exploration, goal setting, and coping strategies.

OTHER PROFESSIONAL EXPERIENCE

Discovery Education Jul 2023 – Present	Sr. Manager, Product Design Part of a 15-year career in EdTech, I lead product design at Discovery Education, guiding my team in designing user-friendly digital learning experiences for teachers and students, grounded in design principles, empathy, and research.
Collin College Mar 2016 – Jun 2018	Associate Professor In the communication design department, I guided students in learning UX, 3D modeling, and media design. I developed proprietary course content and contributed original coursework to the department.

TRAINING

Complex Trauma CE (6 hrs) Janina Fisher, PhD · 2026
Expressive Arts Therapy (2 hrs) Cathy Malchiodi, PhD · 2026
Sexual Trauma Recovery CE (6 hrs) Suzanne Lasenza, PhD · 2026
Crisis Text Line Training 2023
McKinsey Academy Leadership Program 2023

MEMBERSHIPS

Association for Play Therapy 2026
American Counseling Association 2026
Burnout & Self-Care Committee (VP) 2026
Psi Chi International Honor Society 2026

SKILLS

Clinical			Languages
Active Listening	Person-Centered Approach	Somatic Awareness Techniques	English (native)
Empathy & Rapport Building	Child-Centered Play Therapy	SandTray/SandPlay Techniques	Spanish (Limited Working Proficiency)
Crisis Intervention	Trauma-Focused CBT	Cultural Awareness	
Risk Assessment & Safety Planning	Trauma-Informed Practice	Case Conceptualization	
Intake Assessment & Documentation	Expressive Arts Interventions	Client Advocacy	

References upon request.