

GRACE KRUSCHKE

CONTACT

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 gakruschke@gmail.com

 Los Angeles, CA
(Remote/Hybrid Eligible)

EDUCATION

MASTER OF SCIENCE IN PSYCHOLOGY

EMPHASIS IN GENERAL PSYCHOLOGY

- COMPLETED 1 YEAR IN CLINICAL MENTAL HEALTH COUNSELING PROGRAM PRIOR TO TRANSFERING TO PSYCHOLOGY PROGRAM

Grand Canyon University
Phoenix, AZ

2023-2025

BACHELOR OF SCIENCE IN PSYCHOLOGY

DOUBLE MAJOR IN HUMAN DEVELOPMENT

- MINOR IN AT-RISK YOUTH

Washington State University
Pullman, WA

2018-2022

SUMMARY

Empathetic and mission-driven professional with a strong background in psychology, behavioral health, and digital communication. Skilled in designing and facilitating human-centered conversations in high-trust, emotionally complex environments. Experienced using conversational AI and LLM-based training to enhance crisis communication and improve user experience quality. Passionate about refining and expanding accessible, evidence-based mental healthcare for all through thoughtful, technology-enabled design, and eager to bring a trauma-informed, psychology-based perspective to conversational AI design.

EXPERIENCE

988 CRISIS COUNSELOR (TEXT & CHAT)

Volunteers of America Western Washington

Sep. 2024 - Present

- Facilitated hundreds of real-time text and chat interactions, applying structured conversational frameworks to assess risk, build rapport, and collaboratively develop safety plans.
- Participated in extensive training using conversational AI and large language models (LLMs) to simulate complex client interactions and refine digital communication strategies.
- Adapted tone, language, and pacing dynamically based on user context, demonstrating advanced emotional intelligence in high-stakes digital conversations.
- Maintained authenticity and empathy while following structured scripts—mirroring principles of conversational design and UX communication.
- Collaborated with supervisors, clinicians, and peer teams to refine dialogue quality and user experience, optimizing conversational flows for accessibility and clarity.
- Analyzed conversation data to identify language patterns and flow improvements that enhanced engagement and user trust.

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SKILLS

Conversational Design & Flow Mapping

Digital Empathy

Human-Centered Design Principles

Conversational AI & LLM Familiarity

Multidisciplinary Collaboration & Cross-

Functional Coordination

UX Writing & Tone Strategy

Data-Informed Communication

Improvements

Trauma-Informed, Culturally Competent

Care

Psychological Research Methods &

Design

EXPERIENCE

HIGH NEEDS CARE COORDINATOR

Child & Family Support Services

Jul 2023 - Jul 2024

- Facilitated and led interdisciplinary care teams, coordinating communication between families, clinicians, therapists, psychiatrists, and educators for over 150 cases.
- Designed and implemented evidence-based, trauma-informed care strategies tailored to diverse cultural, developmental, and behavioral needs.
- Developed strong skills in empathetic communication, needs assessment, and narrative-based data tracking, aligning closely with the principles of conversational and UX research.
- Translated complex mental health information into accessible, empathetic communication for children and families from varied backgrounds.
- Maintained high-trust relationships across systems, balancing clinical precision with emotional support to promote long-term well-being.
- Partnered with cross-functional professionals to ensure holistic care planning—strengthening alignment between behavioral goals and family systems.