

Resume 719

OBJECTIVE

Human services professional with a proven record of accomplishment in the areas of strategic task management and administrative support. Regularly utilizes problem solving, multitasking and communication skills to support the objectives of the organization. Efficiently manages relationships with clients, colleagues and other community based organizations to build resources for support services and other needs of consumers.

SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in various managerial roles, overseeing all operations and program development, recognized for providing transformational leadership to the organization with a focus on process and procedural improvements, guiding, directing and supervising staff, while meeting and/or exceeding all organization, community partner, and client expectations
- Approaches operations and project management with an entrepreneurial and collaborative policy mindset, persuasively eliciting equal commitment from all participating members/employees, fostering an atmosphere in which all stakeholders embrace their respective apportioned tasks/responsibilities, often selecting individuals based upon their innate strengths and abilities, fully and mutually vested by an overwhelming desire for the organization's success
- Multitasks efficiently and effectively, learns new systems quickly, and completes assignments and projects on time or ahead of multiple, tightly scheduled deadlines
- Utilized as a knowledgeable and respected resource, highly regarded and relied upon by all levels of multiple agency management, local government administration, peers, staff, community partners/leaders, and clients, the "go-to" professional and subject matter expert, to provide sound judgment, well-informed decision-making, and solutions to complex human services, program development, grant-funding, coordination of service providers, as well as community partner and client relations issues, through the formulation and implementation of effective strategic planning when others cannot
- Works well independently or collaboratively in team environments including working closely with Community, County, Federal, and State agencies, hospitals/clinics, mental health professionals, and law enforcement, for coordination of services

PROFESSIONAL EXPERIENCE

10/19 – 11/22 *Director of Community Engagement / Community Organizer*
United Tenants of Albany, Albany, NY

- Established company recognition and awareness throughout the Capitol Region and Downstate New York through active participation in coalitions, outreach events and participation in committees and lobbying at the State Capital.
- Brought together community based organizations, stakeholders and consumers to build initiatives and educational forums around Community Building, housing insecurity in communities of color and identify leaders within community and within housing campaigns.
- Worked with Executive Director to research and retain a database of state and national affordable housing policies.
- Recruited individuals to be a part of the agencies Housing For All initiative.
- Conducted community outreach and coalition building, regionally, city and state wide.
- Integrated and coordinated cultural events for coalition and community building of campaign.
- Built a large base of residents in low income communities of color who looking to organize and improve their communities.
- Created promotional and education material for housing campaigns.
- Developed, planned and facilitated workshops on navigating local politics and interfacing with elected officials on the Albany Common Council and City Hall.
- Interfaced and maintained relationships with Housing Justice For All, Rochester Tenants Union and other organizations representing the interests of the Capital District in relation to housing issues.

2017 – 2019 *Communications Specialist / Front Desk Associate*
The Albany Damien Center, Albany, NY

- Responsible for the day to day activity at the center's front desk. Answering phones, greeting visitors, directing consumers to various locations in the building for meetings and groups.
- Referred to vocational, educational and support services in the community and supporting clients as they navigate the processes.

2015 - 2017 ***Food Service Supervisor***

Schenectady City Mission, Schenectady, NY

- Responsible for day to day oversight of program staff and service tasks.
- Modeled and trained skill sets that promote professionalism.
- Estimated food costs and other beverage consumption in order to anticipate amounts to be purchased.

2011 - 2014 ***Food Service Supervisor***

Steinmetz Boys and Girls Club, Schenectady, NY

- Planned menus, ordered and budgeted of food items for the school aged academic program in accordance with CACFP Guidelines.
- Developed healthy eating initiatives and cooking classes, interacted with children, parents and guardians to plan special activities.
- Other duties as needed to facilitate safety and supervision of program participants.

2015 - 2017 ***Program Coordinator***

Trinity Alliance of the Capital District, Albany, NY

- Responsible for day to day operations and fulfillment of expected outcomes as outlined by funding source contract.
- Communicated regularly with Capital District Physicians Health Plan Medical Director and other administrative staff to further solidify business relations and gauge progress of initiative.
- Achieved operational objectives by contributing information and recommendations to strategic plans and reviews; prepared and completed action plans; implemented production, quality and service standards; resolved problems; identified trends; determined systems improvements and implemented changes.
- Responsible for oversight of assessments and development of service plans for program participants.
- Tracked attendance in program/work/training activities.
- Coordinated all services with supporting agencies.
- Established and maintained professional relationships with all community service providers.

2006 - 2009 ***Program Coordinator***

The Albany Damien Center, Albany, NY

- Coordinated Damien Center programs, ensuring comfort and tone of the Center.
- Provided client referrals to area agencies and services.
- Developed and facilitated Education, Empowerment and Support Groups based on various topics and needs of the target population.
- Conducted initial interviews of prospective clients, performed intakes, assessed client's needs and delivered appropriate referrals and interventions.

2002 - 2006 ***Medical Case Manager***

Westside Health Services Incorporated, Rochester, NY

- Assisted in the management and day to day operations of the Department of Specialty Medicines HIV Program.
- Conducted field based interventions and home visits.
- Supervised the intakes and assessments of patients referred for treatment.
- Created treatment plans in reference to medical, psycho-social, adherence and support service needs of patients.
- Navigated and monitored patient care and review of documentation to determine accuracy and compliance with NYS Department of Health guidelines.
- Developed and facilitated "Club 95" Treatment Adherence Program in concert with the University of Rochester's Department of Specialty Medicine and Abbott Virology.

EDUCATION, TRAINING & AWARDS

Associate Degree – Human Services & Community Organizing

SUNY Albany School of Social Welfare, Albany, NY

The Spotlight Award - 2019

The Alliance For Positive Health, Albany, NY

Award given for Outstanding Work in Community Building and providing services to marginalized communities in the Capital District.