

## SALES ASSOCIATE

### Professional Summary

Creative problem solver offers exceptional analytical, communication and interpersonal skills; extensive Mental Health and I/DD experience; management/supervisory skills and a commitment to proficiency and effectiveness for a progressive, quality-driven organization. HIV Director/Case Manager- 3years (B.R.O.N. CDC) Person Centered Thinking Train-the-Trainer Qualified Professional Experience/ 20 years- (CAP-MR/DD; MH/SA; ICF/MR) CPR-First Aid/Bloodborne - Certified Customer Service experience over 20 years Church Office Manager 3+ years Notary Public Teacher/Lecturer Develop policy and procedures manual for other agencies Music Director 6+ years

### Skills

- Project management
- Strategic planning
- Budgeting and finance
- Recruitment and talent development
- Process improvement
- Visionary
- Microsoft Office Suite expert
- Visionary
- Customer relations
- Quality control
- Personnel management
- Customer-oriented
- Accounts payable and receivable
- Flexible thinker
- Complex problem solving
- Customer needs assessment
- Microsoft Office Suite expert

### Work History

Sales Associate 04/2013 to Current

Company Name " City , State

- Greeted customers in a timely fashion while quickly determining their needs.
- Recommended merchandise to customers based on their needs and preferences.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Responded to customer questions and requests in a prompt and efficient manner.
- Contacted other store locations to determine merchandise availability.
- Engaged with customers in a sincere and friendly manner.
- Completed all cleaning, stocking and organizing tasks in assigned sales area.
- Built relationships with customers to increase likelihood of repeat business.
- Contributed to team success by exceeding team sales goals by [number] %.
- Contributed to team success by exceeding team sales goals by [number] %.

Utilization Management Specialist 12/2012 to Current

Company Name " City , State

- Collected and analyzed data on the effectiveness of programs and projects.
- Developed and streamlined systems for monitoring and tracking program effectiveness.
- Documented and investigated complaints and potentially fraudulent claims.
- Displayed sensitivity to the cultural and linguistic needs of the clients and families served.
- Attended monthly staff training sessions.

Case Manager 10/2012 to 11/2012

Company Name " City , State

- Developed treatments and casework programs for an average of [Number] patients each month.
- Supplied crisis intervention and substance abuse services to patients in the community.
- Interviewed and evaluated clients, including conducting safety and risk assessments.
- Referred clients to social services agencies.
- Offered therapeutic services and crises intervention to emotionally disturbed children and adolescents.
- Created strategies to meet the needs of mentally and physically disabled students.
- Attended monthly staff training sessions.
- Documented and investigated complaints and potentially fraudulent claims.

Qualified Professional (QMRP) 11/2011 to 12/2012

Company Name " City , State

- Created strategies to meet the needs of mentally and physically disabled students.
- Attended monthly staff training sessions.
- Developed treatments and casework programs for an average of [Number] patients each month.
- Interviewed and evaluated clients, including conducting safety and risk assessments.
- Maintained regular contact with clients, including visiting clients' homes.
- Investigated suspected cases of child abuse, neglect and exploitation.
- Trained in working with patients with Asperger's Syndrome and high functioning Autism.
- Supported patients and families in coping with problems resulting from severe illness.

Case Manager 01/2011 to 09/2012

Company Name " City , State

- Developed treatments and casework programs for an average of [Number] patients each month.
- Interviewed and evaluated clients, including conducting safety and risk assessments.
- Referred clients to social services agencies.
- Offered therapeutic services and crises intervention to emotionally disturbed children and adolescents.
- Maintained regular contact with clients, including visiting clients' homes.
- Wrote reports and case summaries and compiled work records, including required statistics.
- Trained in working with patients with Asperger's Syndrome and high functioning Autism
- Coordinated patient care from pre-admission to post-discharge follow-up.
- Supported patients and families in coping with problems resulting from severe illness.

Office Manager 03/2010 to Current

Company Name " City , State

- Developed company personnel policies, standard operating procedures and employee handbooks.
- Developed and facilitated all new-hire orientations.
- Conducted employment verifications and investigations.
- Built a comprehensive employee recruiting strategy.
- Developed and enforced company policy and procedures relating to all phases of human resources activity.
- Facilitated the criminal background check process for new hires.
- Offered fair and equitable compensation by comparing current salaries with market pay.
- Conducted job analysis and job evaluations, resulting in quality job specifications.
- Shadowed employees to determine an accurate description of the duties and skills required for each position.

Director/Office Manager 04/2006 to 12/2010

Company Name " City , State

- Directed planning, budgeting, vendor selection and quality assurance efforts.
- Recommended process and systems improvements such as A QA/QI.
- Defined clear targets and objectives and communicated them to other team members.
- Monitored timelines and flagged potential issues to be addressed.
- Coordinated design meetings and decisions across 2 internal departments and teams.
- Collected and analyzed data on the effectiveness of programs and projects.
- Followed up on initial screening by visiting clients at their homes.
- Developed and streamlined systems for monitoring and tracking program effectiveness.
- Designed educational materials used to inform policymakers and community stakeholders.
- Wrote summaries, reports and other correspondence regarding community outreach efforts.
- Designed client satisfaction surveys, preserving the confidentiality of participants and program information.
- Coordinated work groups and outreach activities.

Qualified Professional/Supervisor 04/2003 to 03/2006

Company Name " City , State

- Attended monthly staff training sessions.
- Gave one-on-one attention to students, while maintaining overall focus on the entire group.
- Created strategies to meet the needs of mentally and physically disabled students.
- Communicated nonverbally with children to provide them with comfort, encouragement and positive reinforcement.
- Developed treatments and casework programs for an average of [Number] patients each month.
- Met with [Number] patients each day for regular therapeutic interviews.
- Supported patients and families in coping with problems resulting from severe illness.
- Coordinated patient care from pre-admission to post-discharge follow-up.
- Referred patients to psychiatric and medical examinations, as well as to family assessment planning teams.
- Trained in working with patients with Asperger's Syndrome and high functioning Autism

Residence Hall Director- Administrator II 08/2001 to 03/2003

Company Name " City , State

- Politely assisted customers in person and via telephone.
- Strengthened company's business by leading implementation of [project] .
- Worked directly with [departments, clients, management] to achieve [result] .
- Hired and trained [number] of staff.

TFN Project Coordinator 03/2001 to 08/2001

Company Name " City , State

- Directed planning, budgeting, vendor selection and quality assurance efforts

- Directed planning, budgeting, vendor selection and quality assurance efforts.
- Supervised the work of 5 community agencies offering constructive feedback on their work performance.
- Defined clear targets and objectives and communicated them to other team members.
- Monitored timelines and flagged potential issues to be addressed.
- Coordinated design meetings and decisions across 5 community agencies.
- Implemented a set of comprehensive tracking processes to monitor Tobacco Free Nebraska performance.
- Collaborated with outside agencies in the community to achieve goals.

Case Manager 11/1998 to 03/2001

Company Name " City , State

- Assessed, screened and counseled [Number] clients each day.
- Collected and analyzed data on the effectiveness of programs and projects.
- Followed up on initial screening by visiting clients at their homes.
- Educated [Number] clients each week on the prevention and treatment of HIV and other STDs.
- Developed a user-friendly web-based data system for in-house program staff and outside stakeholders.
- Developed and streamlined systems for monitoring and tracking program effectiveness.
- Designed educational materials used to inform policymakers and community stakeholders.
- Wrote summaries, reports and other correspondence regarding community outreach efforts.
- Collected HIV risk assessment data and entered findings in a centralized database.
- Designed client satisfaction surveys, preserving the confidentiality of participants and program information.
- Coordinated work groups and outreach activities.
- Assumed responsibility for the agency in the absence of the director.
- Documented and investigated complaints and potentially fraudulent claims.
- Educated community members about environmentally-related health issues.
- Assessed and responded to individual and community health education needs.

WIC/Medical Clerk 06/1998 to 11/1998

Company Name " City , State

- Answered an average of [number] calls per day by addressing customer inquiries, solving problems and providing new product information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Served as the main liaison between customers, management and sales team.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Directed calls to appropriate individuals and departments.

#### Education

MBA : Business Administration Current Bellevue University - City , State

Master of Arts : Management 6 2001 Bellevue University - City , State Management

Bachelor of Science : Early Childhood 12 1994 North Carolina A&T State University - City , State Early Childhood

#### Certifications

#### Skills

Accounts Payable, Budgeting, Business Management, Customer Service, finance, Microsoft Access, Excel, Power Point, Microsoft Word, Office Manager, Quick Book, Recruitment, Strategic planning, Typing (45wpm)

#### Additional Information

- NC SNAP Certified