

CLIENT NAME

Address * Phone Number * Email Address * LinkedIn Page

PUBLIC HEALTH PROFESSIONAL /MANAGEMENT SPECIALIST

Dedicated and results driven professional who possesses a unique set of transferrable skills in leadership, public health, training & development, sales, project management, customer service and client retention. Comprehensive knowledge of federal/state social service and healthcare regulations and ability to team with diverse work groups in achieving organizational objectives. Adept at prioritizing and completing multiple responsibilities within strict budgetary/time constraints and customer/corporate specifications.

CAREER HIGHLIGHTS & ACHIEVEMENTS

- ***Dynamic speaker***, who presented HIV Awareness program to 75 participants. Positively influenced and educated individuals regarding barriers to medical care for HIV positive patients in New Brunswick, NJ.
 - ***Comprehensive leader*** who executes training programs, leads teams, utilizes exceptional communication skills, and promotes a positive team environment.
 - ***Proven loyalty***, continuously promoted within one organization four times in four years for outstanding customer service, consistently exceeding expectations, demonstrated leadership and creating organizational systems to increase workflow efficiency.
 - ***Top Producer***, who met and exceeded company revenue targets for activations, renewals, upgrades and enhanced service offerings by 200% monthly.
 - ***Earned corporate recognition*** Winner's Circle recipient 2012, 2013 and 2014. Exceeding sales quota by 240% yearly; selected from top 10% of 800 commissioned employees.
 - ***Maximizing productivity***, matching appropriate roles to individual strengths, providing outstanding support/training, increasing employee morale, and effectively reducing turnover.
 - ***Selected to serve*** as Training and Development Point of Contact for location. Implement successful onboard training of new employee and transition into store locations.
 - ***Improving scalability*** by identifying process and performance gaps and recommending standardized operations and management criteria to improve key performance indicators and customer satisfaction.
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PROFESSIONAL EXPERIENCE

2011-Present

Solutions Manager, Solutions Specialist, Customer Service Representative Verizon Wireless, Atlanta/Alpharetta GA; Watchung, NJ

Hired as Customer Service Representative, promoted four times within four years to current position as Solutions Manager. Utilize a wide range of people and operational management skills to optimize the customer and employee experience and maintain the health of daily and long-term store functions.

- Chosen for elite performance as member of President's Cabinet and Winner's Circle consecutively for delivering benchmark levels of service and exceeding performance goals.
- Evaluate current rates/services and propose solutions. Process contracts, audits and reconcile delinquent accounts.
- Analyze store staffing needs, providing hiring and promotion decisions, reporting financial and sales status, managing cash and inventory levels, and ensuring that compliance, sales, and retention objectives are met.
- Lead solution development efforts that best address customer needs, while coordinating the involvement of all necessary company sales personnel.
- Leverage new and existing customers on Verizon products and services to create business value and market to small businesses in the surrounding area in order to grow the company on a local level.

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EDUCATION MPA (Anticipated Graduation 2017), Public Administration,
Rutgers University, New Brunswick, NJ

B.S., Public Health Studies and Biological Science, Minor: Africana Studies,
Rutgers University/Douglass College, New Brunswick, NJ

SPECIAL PROJECT/PROGRAM

- 2010-2011 HIV Awareness Program, Project Hope (Collaboration project), New Brunswick, NJ
Spearheaded project regarding HIV Awareness related specifically to the inner city region of New Brunswick, NJ.
- Collected and analyzed data regarding barriers to medical care for HIV positive patients in New Brunswick.
 - Evaluated the fidelity of effective behavioral intervention programs and presented the findings to an audience of over 75 participants.
 - Conducted HIV prevention activities and outreach in New Brunswick alongside Project H.O.P.E. Collaborated with the Hyacinth AIDS Foundation in NJ to conduct awareness events in high risk populations.
 - Collected and analyzed countywide HIV prevention needs assessment data and HIV/AIDS continuum of care data for key risk factors associated with transmission.
 - Managed and monitored activities, objectives and outcome data. Collected demographic exposure and care data to create Middlesex County HIV/AIDS Continuum of Care for 2011.
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AFFILIATIONS Active Member, Health Outreach, Promotion and Education (H.O.P.E)
Alpha Kappa Alpha Sorority Incorporated Nu Xi Omega Graduate Chapter

SOFTWARE Microsoft Office, Microsoft Window XP, Excel, AutoCAD, MATLAB, SPSS

REFERENCES Available upon request