

## PROGRAM ADMINISTRATOR

### Executive Summary

Results-focused management professional offering 15 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.

### Professional Experience

#### Program Administrator

January 2013 to January 2015 Company Name i¼ City , State

- Impart support to Program Management team and Coordinated with Program Managers.
- Corresponds with customers, Managed difficult and sensitive issues.
- Manage difficult and sensitive issue and Interpreted technical information in easy manner and carried out data input; Aid Program Managers develop cost baselines and outlined Memorandum of Agreement.
- Administer program personnel and implemented disciplinary measures; Outline program information and opportunities and computed grant budget and cuff accounts; Plan, organize, assign, direct, review and evaluate the work of assigned staff; Motivate and evaluate staff and provide for their training and professional development; Implement goals, objectives, policies, procedures, work standards and internal controls; Plan, organize and implement multi-faceted senior programs and activities; Identifying community senior citizen needs and recommending alternative or enhanced programs; Exercising sound independent judgment within general policy guidelines; Prepare clear, concise and complete reports and other written correspondence; Establish and maintain effective working relationships with those contacted in the course of the work.

#### CBS Banking Representative

January 2012 to January 2014 Company Name i¼ City , State

- Provided excellent communication skills both verbal and written, including the ability to listen and explain complex subjects and convey solutions in a calm and clear manner to clients Used excellent analytical skills with a superior level of attention to detail in order to adhere to stringent bank policies, procedures and guidelines to both clients and internal representatives Provided a positive attitude, enthusiasm, professionalism and strong work ethic with high level of integrity and ethics to clients and team members on a daily bases Collaborated on a relational work style with proven success in a team environment Provided both intermediate and advanced technical skills with the ability to utilize 5 or more open programs at any one time, including Windows, internet researching, database systems, and email Used basic math skills including addition, subtraction, multiplication and division, along with intermediate data entry/typing skills daily; Provided multi-tasking skills, including but not limited to, speaking with customers over the phone, assessing their needs, researching information on the computer, and documenting information, all at one time.

#### Assistant Social Services Coordinator

January 2009 to January 2012 Company Name i¼ City , State

- Assisted in providing expertise and implementing quality control measures for service delivery that meet Head Start performance standards, federal and state regulations and agency outcomes; Supervised Early Head Start Family Support Specialists; oversee and monitor the day to day services being provided to infants, toddlers, pregnant women and their families; Coordinated with Medical Wellness Coordinator to assure all screenings, assessments and home visits are completed; Worked closely with the Home base/Family Partnership Coordinator to provide services to the families in EHS enrolled in the home based/combination program option; Participate/facilitate/coordinate the pregnant women educational meetings in conjunction with Home base/Family Partnership Coordinator to help build collaborations with community partners for recruitment of children and families; Submitted weekly/monthly reports to Coordinator regarding findings at center level: quality of service delivery, compliance or non-compliance issues, staffing needs/concerns, etc.; Assisted Coordinator to establish community linkages to maximize resources that will benefit Head Start and Early Head start families and contribute to attaining agency in-kind goal and participated in all of EHS transition processes; Assist in preparation of the PIR (program information report) yearly and as needed.

#### Director

January 2006 to January 2009 Company Name i¼ City , State

- Served as the Director of program and implemented all new programs and services involving children.
- Supervised a total of 38 staff members; 16 certified and licensed therapists that performed ongoing services to families/children with developmental disabilities through Indiana First Steps, and 22 staff members that operated and performed other programs and services to families and children;
- Wrote the proposal and organized the first before/after school program for Danville's Community Schools;
- Managed prepared annual department budget, semi-monthly payroll and all other fiscal concerns.

### Education

Masters Degree : Public Administration High Point University i¼ City , State

#### Public Administration

Bachelor of Science : Human Development and Family Studies Indiana University i¼ City , State

Human Development Family Studies

Family Life Educator Certification Senior Services Group Facilitator Certification Adult Basic Education/GED Consultant  
Additional Information

- VOLUNTEER EXPERIENCE
- Facilitate a 55+ Growth Group monthly at New Direction Christian Church, 2013-2015 Serve as a board member for Not to Believers Like Us a Faith-Based Organization against Domestic Violence Among Christians, 2010-2013 Organized and provided event logistics for the Annual Kids Fair in Danville, IN 2007-2009 Assisted in coordinating the summer event & banquet facilities for Charles T. Myers Golf Outing for At-Risk-Youth at the Charlotte, NC Convention & Visitors Bureau, 2004 & 2005 Board Member, Healthy Start Girls Group, 2003-2005 Board Member, Community Action Agency, 2001-2003 Volunteer at YWCA Annual Girls Sports Camp, 2001-2004 Volunteer at Greensboro Volunteer Center Annual Human Race Walk, 2000-2005

Skills

analytical skills, attention to detail, budgets, excellent communication, concise, Consultant, clients, data entry, database, delivery, Educator, Excel, Microsoft Office, PowerPoint, Windows, Word, multi-tasking, processes, proposal, speaking, quality, quality control, recruitment, researching, staffing, phone, typing skills, excellent oral/written skills