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**DIRECTOR OF ACADEMIC SERVICES**

Wholehearted educator and counselor develops and implements programs designed to improve the lives of students by empowering them academically with the skills and confidence they need to succeed professionally. An empathic leader and listener focused on student engagement, compassionately counsels individuals, groups of students, and the developmentally challenged. Strategic and mindful educator possesses management experience in social services settings with a deep knowledge of case management and academic advancement. A savvy administrator and seasoned manager, empowers students and individuals to be the best version of themselves—both professionally and personally—fosters relationships at all levels based on respect and mutual admiration.

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**PROFESSIONAL EXPERIENCE**


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**URBAN LEAGUE OF NEW YORK | NEW YORK CITY, NY**
**09/2019 – PRESENT**
**SENIOR CASE MANAGER SUPERVISOR.**

Develops and implements strategies to ensure cases assigned by the Department of Social Services are properly evaluated, reviewed, and monitored in accordance with Westchester County guidelines and objectives. Manages a staff of four.

*Improve the communication conduit so that resources are distributed to clients in a timely manner.*

- ▶ Analyzes and interprets program data, prepares reports and supervises a staff of Case Managers to maintain and improve program efficiency.
- ▶ Liaise with various divisions of the Department of Social Services to ensure a unified approach to assigned program procedures.
- ▶ Hits quarterly engagement reset to determine trends and areas of improvement.
- ▶ Summarizes and tracks the data outcomes of client engagement.
  - ✓ Posted a participation rate of 50% for exempt clients.
  - ✓ The vendor engagement rate is 70% as compared to DSS staff engagement rate of 50%.

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**COLLEGE OF HARD KNOCKS, SCARSDALE, NY**
**01/2015 – 06/2019**
**DIRECTOR OF INTERNSHIPS/ACADEMIC ADVISOR**

Provided career-related counseling to help students clarify academic and career goals, establish career plans, develop job search skills, and make successful career transitions. Partnered with Assistant Dean, Director of Academic Advising, and HEOP Director on academic programs such as “Handshake,” a platform used in concert with colleges and universities to track student success, employment eligibility, and opportunities.

*Help students ready themselves for the academic rigors of internships by bolstering their confidence and academic skills.*

- ▶ Instructed the Freshman-Year-Experience course to prep first-year students for college preparedness.
- ▶ Ensured the quality of the internship experience by gathering intel within the school department, the students, and through on-site visits.
- ▶ Student advocate for career services to ensure students were offered opportunities commensurate with their experience, skills, and abilities.
  1. Posted a 20% improvement for spring and fall placements.
  2. Internships led to an increased number of students who found full-time employment.
  3. Employer profile changed to create more opportunities in the healthcare field.

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**PERSON’S INSTITUTE | MAMARONECK, NY**
**05/2009 – 12/2014**
**COUNSELOR**

Provided individual and group counseling to developmentally disabled adults. Collaborated with neighboring supervisors and coordinators to glean guidance and best practices. Tracked consumer activity in “Antecedent, behavior, consequence” binder to update incoming shifts.

*Get incoming shift caretakers up to speed quickly to gain the trust of consumers to provide a consistent continuum of quality care.*

- ▶ Enhanced activities of daily living skills and promoted community integration and engagement via interactive weekend events.
- ▶ Encouraged residents through discussions designed to promote productivity, independence, and inclusion.
- ▶ Implemented conflict resolution and effective preventive measures, to provide dignified caring-professional services to consumers.
  - ✓ Level of medical incidents stayed below 3%.
  - ✓ Maintained a happy, healthy, and safe environment for consumers.

- ✓ Decreased negative “Antecedent, behavior, consequence” outcomes.

DEPARTMENT OF EDUCATION – P.S./M.S. 279 SCHOOL COUNSELING EXTERNSHIP (K-8) | BRONX, NY

11/2012 – 05/2014

### SUBSTITUTE TEACHER/PARAPROFESSIONAL SCHOOL COUNSELING EXTERNSHIP (K-8)

Provided individual and group counseling to elementary and middle school students. Shadowed the in-house school counselor. Researched and provided presentations on bullying. Dispatched to evaluate and preemptively diffuse potentially combative and ambiguous situations.

- ▶ Participated in CSE, IEP, and staff meetings, while working alongside the school psychologist and school counselor.
- ▶ Fulfilled both long- and short-term assignments across all subjects teaching 7<sup>th</sup>-grade math students as a substitute teacher.
- ▶ Developed and implemented lesson plans and activities to promote social and academic skills based on Common Core Standards.
- ✓ Kept students on track in the classroom to avoid problems and flare-ups.
- ✓ An exponential increase in the demand for classroom “push-in,” a XYZ.
- ✓ Provided an academic framework to introduce intervention strategies and positively affect student outcomes.

THE JACKIE ROBINSON FOUNDATION | NEW YORK CITY, NY

12/2009 – 05/2010

Oversaw event financing, budget preparation, progress reports, and invoicing for The JRF Annual Awards Dinner designed to honor young leaders who exemplified Jackie Robinson’s values. Supported the initiative, tracking donor sponsorship, and tracking student recipients.

#### *Convince regular donors to donate again to this signature event.*

- ▶ Facilitated activities including mentoring workshops, leadership skills development, and meetings with key public and private sector leaders.
- ▶ Served as a peer counselor for career counseling.
- ▶ Participated in roundtable events with CEO, Rachel Robinson (Jackie’s widow), Director of Events, and the Director of Benefits.
- ✓ Raised a surplus of funds from the signature event allocated to fund year-round events.
- ✓ Increased sponsorships to spread awareness of and reinforce the Jackie Robinson brand.

STREETS ORGANIZATION – NEW YORK CITY, NY

11/2005 – 06/2009

### CLIENT MANAGER

Organized and executed field recruiting events for top-tier institutions to source talented minority students for corporate internships. Conducted resume development for students, mock interviews, educational trainings, and hired speaker events regarding hiring practices, etc.

#### *Persuade large corporations to hire minority students from diverse backgrounds.*

- ▶ Ensured corporate service teams exceeded growth, retention, and conversion goals in compliance with policies, timetables, and reporting.
- ▶ Developed innovative programs to recruit businesses into the program to clarify their hiring objective to advance racial equity.
- ▶ Facilitating local recruitment on college campuses and career fairs into the INROADS program.
- ✓ Enlarged the program’s footprint in the insurance and accounting industries.
- ✓ Alumni initiatives and engagement increased in sponsorship opportunities and internships.

## SKILLS

Academic Advocate | Budgeting | Career Counseling | Career Fair Planning | Case Management | College Preparedness | Counseling | CSI & IEP Supervision | Data Analytics Donor Sponsorship | Event Planning | Exceptional Communication | Finance | Internship Supervision | Leadership | Management | Math Teacher | Mentor/Coach | Microsoft Office | Problem Solving | Relationship Management | Reporting | Social Services | Strategic Direction | Substitute Teacher | Supervision | Team Building | University Liaison

## EDUCATION & AFFILIATIONS

Manhattan College | Riverdale, NY | Advanced Counseling, 2017, GPA: 3.9,  
 Alfred University | Alfred, NY, Master of Science in Education, School Counseling, May 2014, GPA: 4.0  
 College of Mount Saint Vincent, Riverdale, NY | Bachelor of Arts, Business & Psychology  
 Member of Kappa Delta Pi, International Honor Society