

BILLIE EILISH

277 Main Street • Seattle, WA • BE@gmail.com • (123) 456-9860

Focused, motivated, and results-oriented Administrator, seeking to apply knowledge, skills, and abilities in a variety of disciplines

SUMMARY OF QUALIFICATIONS

OVER TEN YEARS OF PROGRESSIVE AND MEANINGFUL MANAGEMENT EXPERIENCE

POSSESS LEADERSHIP QUALITIES INCLUDING EXCELLENT INTERPERSONAL COMMUNICATION SKILLS AND THE ABILITY TO WORK IN A TEAM SETTING; STRONG CRITICAL THINKER, CAPABLE OF OVERCOMING UNEXPECTED OBSTACLES.

Technical Skills: Windows OS, Mac OS, Banner, COGNOS, MS Office (Word, Excel, Outlook, PowerPoint, Access)

PROFESSIONAL EXPERIENCE

SENIOR CASE MANAGER SUPERVISOR- ORGANIZATION

September 2019 - Present
White Plains, NY

- Develop and implement thorough strategies to ensure that cases assigned by the Department of Social Services are properly evaluated, reviewed and monitored in accordance with Westchester County guidelines and objectives.
- Analyze and interpret program data, prepare reports and supervise staff of *Case Managers* to maintain and improve program efficiency.
- Act as a liaison with various divisions of DSS to ensure a unified approach to assigned program procedures.

DIRECTOR OF INTERNSHIPS/ACADEMIC ADVISOR COLLEGE OF HARD KNOCKS

January 2015 – June 2019
Riverdale, NY

- Provided career-related counseling to help students clarify academic and career goals, establish career plans, develop job search skills and make successful career transitions.
- Served as liaison to foster relationships with other advisors, faculty and other administrative departments.
- Partnered with Assistant Dean, Director of Academic Advising and HEOP Director on related academic programs.
- Disseminated information on college policies and procedures and stay abreast of changing institutional information including admissions requirements, new programs, college-wide initiatives and state and federal mandates.
- Instructed Freshman Year Experience (FYE) course to prepare first year students for college readiness.

COUNSELOR HELPING INSTITUTE

May 2009 – December 2014
Mamaroneck, NY

- Provided individual and group counseling to developmentally disabled adults; worked to enhance activities of daily living skills and promote community integration via interactive weekend events.
- Encouraged residents through discussions designed to promote productivity, independence and inclusion.
- Implemented conflict resolution and effective preventative measures, in an effort to provide dignified caring professional services to participants.

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

November 2012 – May 2014
Bronx, NY

- Provided individual and group counseling to elementary and middle school students.
- Participated in CSE, IEP and staff meetings, while working alongside the School Psychologist and School Counselor.

SUBSTITUTE TEACHER/PARAPROFESSIONAL (K-8) LOS ANGELES DEPARTMENT OF EDUCATION

November 2012 – June 2014
Los Angeles CA

- Provided one-to-one instruction to students while reinforcing positive behavior.
- Fulfilled both long and short-term-assignments across all subject areas effectively teaching students of diverse backgrounds.
- Developed and implemented lesson plans and activities that promoted social and academic skills based on the *Common Core Standards*.

EVENTS CONSULTANT

THE JACKIE ROBINSON FOUNDATION

December 2009 – May 2010

New York, NY

- Oversaw event financing, budget preparation, progress reports, and invoicing for *The JRF Annual Awards Dinner* designed to honor young leaders exemplifying the ideals of Jackie Robinson.
- Facilitated a variety of weekend activities including providing for mentoring workshops, leadership skills development, and meetings with key public and private sector leaders.

CLIENT MANAGER

ROADS ORGANIZATION

November 2005 – May 2009

New York, NY

- Organized and executed field recruiting events to top tier institutions in an effort to source talented minority students for corporate internships.
- Ensured INROADS Corporate Services team members met and/or exceeded business growth, retention/conversion goals and that all clients complied with policies, timetables and reporting.

FINANCIAL SERVICES ACCOUNT EXECUTIVE

INSURANCE COMPANY

December 2003 – September 2005

New York, NY

- Analyzed financial needs and requirements for key account holders; recommended the most appropriate mix of products and services to achieve organizational objectives.
- Educated decision-makers on the benefits and risks of mutual fund investments; assisted with mentoring, training, and development of newly-hired account executives.

ADDITIONAL EXPERIENCE

- Sales Agent – The MONY Group – New York, NY (December 2001 – October 2003)
 - Staffing Manager – Access Accounting Professionals/Principal Asset – New York, NY (May 1999 – October 2001)
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EDUCATION AND TRAINING**PROFESSIONAL DIPLOMA**

MANHATTAN COLLEGE

Concentration- Advanced Counseling

Riverdale, NY

May, 2017

GPA: 3.9**MASTER OF SCIENCE IN EDUCATION**

ALFRED UNIVERSITY

Concentration – School Counseling

Alfred, NY

May, 2014

GPA: 4.0**BACHELOR OF ARTS**

COLLEGE OF MOUNT SAINT VINCENT

Concentration – Business and Psychology

Riverdale, NY

May, 1995

ADDITIONAL TRAINING/SKILLS

- **True Colors Corporate Training** – *Impression Management, Interview Management, Resume Development, Managing your Career in the 21st Century, Ethics & Values, College Survival Skills*
 - **College of Mount Saint Vincent** – *Chairman, Administrators Council, Assessments Committee Member*
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AFFILIATIONS

- Member – Kappa Delta Pi, International Honors Society