

# Dana A. Cutalo

## **Dedicated to making a difference in the community**

Sarasota, FL 34243

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Motivated non-profit Manager, Volunteer Services and Special Event Coordinator with experience in Community Outreach, networking, customer service and social media technology. Always approachable with a professional demeanor that offers exceptional customer service and experience resolving complaints and issues. Strong interpersonal skills proven through customer satisfaction and recognition awards. Always focusing on client retention. Seeking a full-time position to continue career growth in the nonprofit sector.

Authorized to work in the US for any employer

## Work Experience

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### **Administrative and Membership Assistant**

University Park Country Club - Sarasota, FL

March 2019 to Present

Responsible for providing exceptional customer service to residents, club members and the community at this semi-private country club. Scheduling appointments, reservations, and meetings at both the club and restaurant for both private and member only events. Planned and organized holiday giving trees by selecting non-profits and items from their wish list, publicising the event, and accepting donations. Run monthly and yearly reports for redemption of golf coupons; handle all donation requests; review monthly country club reviews on social media; maintain membership directories; and more.

### **Volunteer Services/Special Event Coordinator and Community Outreach**

St Francis Animal Rescue of Venice - Venice, FL

June 2017 to December 2018

- Volunteer Services - Responsible for recruitment, training, placement and retention of volunteers throughout the organization. Implemented Best Practices' by creating policy and procedures, position descriptions, and creating the annual measurement of tracking volunteer assignments, hours and savings based Value of a Volunteer rate. Identified areas of need and conducted targeted recruitment events. Held volunteers accountable for time off and shift scheduling while creating a fun, yet professional place to volunteer.
- Special Event Coordinator - Responsible for identifying opportunities and executing all aspects of in-house and community events such as creating a time line, working with vendors, staff volunteers, decorations, attendance lists and more. Also identified events to participate in that provided community awareness, offered fundraising components and volunteer opportunities.
- Community Outreach - identified community partnerships to better enhance awareness of what AFAR does as a rescue, sanctuary and community. Implemented ideas that encouraged staff, volunteers and community to give during the 24 hour Giving Challenge raising \$38,000 in 24 hours; identified other ways of giving for specific shelter needs such as \$5 and \$10 Facebook and Twitter Challenges, Applebees Flapjack Fundraisers, Mission Mondays and more. Created partnerships with other organizations such as Boys and Girls Clubs of Sarasota County, nursing homes, hospice care and more. Enhanced the thrift

store by partnering with Sarasota County's Government Senior Program, being more selective on donated items, volunteer recruitment and more.

### **Volunteer Services/Special Event Coordinator**

Boys & Girls Clubs of Manatee County - Bradenton, FL

2015 to 2017

Start up volunteer program required implementing Best Practices of Volunteer Management. Conducted staff assessment to determine volunteer needs; created Policies and Procedures, position descriptions, application and time sheet forms, training program for staff and volunteers as well as identifying measurable goals for the first year. Was responsible for the recruitment, HR vetting, training, assignment placement, and retention of individual volunteers. Volunteers supported club staff to better enhance program services in areas of mentoring, homework assistance, healthy lifestyles and encourage creativity to 4000 school aged children. Recruited professionals as guest speakers to guide teenagers through programs in Diplomas 2 Degrees and Money Matters. Worked with Development Department to build community partnerships with organizations and businesses with similar missions. Planned special events from start to finish, hired vendors, created silent auctions and supplied volunteers for committees. Successfully scheduled volunteers for the 15 day (three shifts per day), holiday fundraising event. Recruited 26 new community groups and local businesses to participate by "adopting-a-day/shift." In 2016 recruitment of 140 volunteers, 15 groups offering community service projects and 37 new community partnerships were established. Together they offered 1500 hours of service and provided \$45,000 in organizational savings.

### **Customer Service Representative**

Kanes Furniture - Sarasota, FL

2014 to 2015

Direct and indirect customer service; handle incoming customer calls; schedule deliveries and service technicians; assist sales associates with store customers; merchandise returns, credit memos, take payments on accounts; assist phone customers with any issues they may have; coordinator pick-ups with warehouse staff; working in team environment and provide customer service.

### **Volunteer Services Supervisor**

Avow Hospice, Inc. - Naples, FL

2004 to 2013

Responsible for the recruitment, supervision, retention, assignment placement, and on-going training of active volunteers; Successfully increased active volunteer base from ninety to 300+ by conducting open and targeted recruitment events; interviewing, HR processing of prospective volunteers and implementing quarterly orientation. Responsible for creating/writing policy and procedures and all forms necessary to keep department running smoothly. Attended/reported on volunteer services at Interdisciplinary Team Meeting and collaborating directly w/ Primary Care Staff to place volunteers with patients and their families in homecare, SNF/ALF's and Inpatient settings. Trained and implemented HIPAA and confidentiality guidelines and current with FL state Hospice Conditions of Participation (Cop's) for Volunteer Services. Maintained 5-8% of direct patient care and administrative services, conducted three year competencies, offered ongoing education and training; managed all monthly/year-end statistics and Quality Assurance Performance Improvement Measures. Provided assistance at upscale thrift store and provided customer service training to volunteers. Headlined the Pets are Wonderful Souls (PAWS) Program by scheduling AKC-CGC Certification Training sessions. Upon completion, volunteers and their pets were placed with patients in both skill nursing and hospice inpatient facilities. Active

preparation and participation in all volunteer activities, fundraising and special events, and organized the annual volunteer appreciation and recognition event.

### **Secretary Administration II**

St.Vincent's Hospital - SNF - Cedar Grove, NJ  
2003 to 2004

Responsible for providing administrative support to the facility Administrator, Assistant Administrator of Clinical Services, and Dir. of Nursing. Preparation for annual NJ State Department of Health and JCAHO Accreditation survey with in-services for nursing and ancillary staff; typing Plan of Correction for cited deficiencies, etc. Scheduling quarterly meetings, graphing, and taking accurate meeting minutes. Secretary to St. Vincent's Auxiliary by creating event flyers, mailing labels, and editor of quarterly newsletter. General support of filing, typing, faxing, photocopying, mail, reporting, answering phones, maintaining time and attendance records of all facility directors, scheduling of in-house meetings/appointments and outside educational seminars.

### **Receptionist/Admin Asst/Medical Records/Corporate Compliance and HIPAA**

Kessler Care Center at Cedar Grove - Cedar Grove, NJ  
1996 to 2003

Division of Kessler Institute for Rehabilitation

Responsible for providing customer service by handling calls, directing/assisting visitors, maintaining resident information within a 196 bed skilled nursing facility. Assisted departments within nursing and administrative offices with all clerical/computer operations in order to maintain unison amongst each department. Completed daily admissions census and monthly average census report. Organized and maintained medical records department by completing chart audits. Advised department directors and physicians of information not in compliance with procedures. Trained in HIPAA policy and procedures and accurately comply with confidential and privacy related issues.

### **Customer Service Rep/Area Manager**

Budget Rent-a-Car Corp  
1991 to 1994

Staffed and supervised four rental locations, administered payroll, customer service complaints and telephone solicitation. Additional responsibilities included revenue planning, promotional sales, and assisting customers with travel packages, car rentals, local and worldwide reservations. Led a team of managers in the creation of a promotional sales program directed towards the automotive repair market.

### **Customer Service Rep/Secretary**

AVCO Financial Services - Verona, NJ  
1986 to 1989

Assisted customers, performed telephone solicitation/telemarketing, worked loan/sales accounts for payment and contracted skip tracers for delinquent accounts and repossessions.

## Education

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### **A.A.S. in Automated Office Technology**

Berkeley College - West Paterson, NJ  
1990 to 1991

## **Certificate in Advanced Management**

Spillet Leadership University - School of Management - Atlanta, GA  
2016

### Skills

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- Constant Contact
- Hospice Care (10+ years)
- Event Planning (10+ years)
- English (10+ years)
- Volunteer management (10+ years)
- Statistics (9 years)
- Telemarketing
- MDS
- Patient Care
- Fundraising (10+ years)
- Adobe Acrobat (10+ years)
- Microsoft Excel (10+ years)
- Microsoft Office (10+ years)
- Microsoft Outlook (10+ years)
- Gardening
- Time management
- Social media management
- Public speaking
- Human resources
- Administrative experience
- Supervising experience
- Experience Administering Injections
- Microsoft Publisher

### Certifications and Licenses

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#### **Certification of Volunteer Administration**

December 2010 to Present

This certification is a competency-based professional certification program. It allows passionate leaders effectively engage volunteers for non-profit organizations. We advocate for ethical practices so organizations can maximize the impact of volunteer involvement to achieve their missions.

#### **CPR/AED**

August 2021 to August 2023

Trained and certified in CPR/AED/First Aid to recognize and respond to those in cardiac arrest and distress and to provide immediate care until more advanced medical personnel arrive and take over. Also trained in Heimlich maneuver and the administering of Narcan and Eepinephrine injections.

## Assessments

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### **Security Guard Skills — Highly Proficient**

July 2020

Assessing risks, enforcing security standards, and handling complaints.

Full results: [Highly Proficient](#)

### **Electronic health records: Best practices — Highly Proficient**

December 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

### **Administrator — Highly Proficient**

February 2021

Personality and problem-solving skills

Full results: [Highly Proficient](#)

### **Verbal communication — Highly Proficient**

March 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

### **HR: Compensation & benefits — Familiar**

March 2021

Knowledge of compensation and benefits programs

Full results: [Familiar](#)

### **Administrative support professional fit — Proficient**

February 2021

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Groups

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### **Volunteering and Hobbies**

January 2017 to Present

Volunteering with:

- Lost/Found Pets 941 - Administrator, Rescuer and Foster
- Meals on Wheels Plus - Team Leader -Stuff the Bus Campaign
- Feeding Tampa Bay (Manatee/Hillborough) - participate in monthly food distribution to those less fortunate in manatee county.
- Streets of Paradise Homeless Coalition - participate in foodshares
- Animal/Wildlife Rescue - receive calls for injured, lost, found animals and wildlife and assist with capturing, fostering and contacting community based organizations.

Hobbies: Travel, Advanced Photography, gardening and more.

## Additional Information

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Microsoft office, Word, Excel, PowerPoint, Publisher, IE, Outlook, Adobe Acrobat and Reader X, Windows Live, Internet and social media savvy, Suncoast Solutions, AccuMax, Keane, Geri-Menu, MDS Demographic Component, AS400, GERS/Loft (Retail Software), Act! And Dwelling Live, basic knowledge of Donor Perfect, Constant Contact and Raiser's Edge (Volunteer and Donor Software).

- Typing Speed - 65 wpm
- Knowledge of printers, scanners, photocopiers, multiline switchboards, fax, wireless equipment and more
- Direct/Indirect customer service experience
- Knowledgeable of social media platforms and utilization