



PROFESSIONAL SUMMARY

Exemplary Team Leader with 10 years of team building experience in corporate environments. Assessed strengths and weaknesses and actively mentored team members to reach goals. Assigned tasks according to members' strengths, often pairing complementary members together, achieving stronger teams by project end.

SKILLS

- Mentoring
- Coaching
- SMART goals
- Conflict resolution
- Team building
- Decision making
- Leadership
- Team assessment

EXPERIENCE

Team Lead, Volunteers of America Carolinas, Jan 2018 - Current, Rocky Mount, NC

- Effectively provides day-to-day management for SSVF staff.
- Has relevant experience in homelessness prevention, rapid re- housing and transitional supportive services.
- Provide key linkages for clients beginning at their intake and assessment following through to their attainment or maintenance of permanent housing in their home community.
- The position will promote accessibility, outreach to targeted populations, and provide case management, advocacy and wraparound supports and services with the VA and in the community.
- Provide day-to-day operational activities, including maintaining and keeping track of SSVF documents.
- Provides team leadership for the SSVF program.
- Supervise SSVF Case Management team.
- Serve as liaison with local landlords and dealing with landlord/tenant issues; develop and administer a mediation program and responsible for providing assistance and support in serving client needs.
- Coordinate outreach efforts for the SSVF Program including but not limited to: establish an outreach plan to target the three categories of participants as outlined in the SSVF program guidelines, develop a set schedule to visit the VA, shelters, and other places that homeless and low-income veteran families are likely to congregate, and develop communication/ updates with the VA and other key housing and community providers.

Production Worker, WorldCat, Sep 2015 - Dec 2015, Tarboro, NC

- Installed electrical consoles, radios, TV's, stoves, refrigerators, control panels, and AC & DC power panels on boats.

- Wired all electrical components to power control panels, tested all electrical systems on boats.
- Tested all onboard lights, running lights, windshield wipers to ensure they were properly functioning.

Production Worker, BB&T, Jun 2015 - Sep 2015, NC

- Interpreted blueprints and schematics and aligned jigs and fixtures with specifications.
- Assembled units and components with high accuracy using soldering equipment.
- Set up, calibrated and continuously adjusted production equipment to achieve the desired production speed and material flow.
- Cleaned and organized work areas to remove safety hazards and maintain minimum level of production errors.

Regional Staff Development Specialist/Tester/Help Desk, NC Fast, Mar 2013 - May 2015, Durham, NC

- Provide onsite post go-live system support and guidance on the NC FAST Cúram case management system to staff at varying levels within the Department of Health and Human Services.
- Troubleshoot functional, technical, and procedural system issues in the live environment to assist case managers with case processing.
- Communicate with supervisors and county champions within the Department of Health and Human Services to decipher optimal strategies to provide software training to caseworkers.
- Act as an intermediary between Tier II, NC FAST Help Desk, and the economic and family services case managers to communicate functionality issues and drive better client satisfaction by initiating system error fixes as needed.

Lead Electrician, Engine Systems Inc, Apr 2005 - Aug 2012, Rocky Mount, NC

- Provided direct team leadership including distribution of duties.
- Document test results to ensure accountability Execute dedication and verification testing of equipment.
- Utilize written diagrams effectively.
- Able to read and understand electrical schematics, and drawings, and Electrical AC/DC theory.
- Assemble control panels and associated components, wire in accordance with provided drawings, test in accordance with procedures.
- Soldered circuit boards, cables to connectors, wires to control panels and equipment.
- Built one of a kind control panels for clients in the nuclear industry.

EDUCATION

MA, Pastoral Counseling in Theories & Techniques May 2017

Liberty University - Lynchburg, VA

BS, Psychology in General Psychology

Aug 2013

Liberty University - Lynchburg, VA

PERSONAL INFORMATION

Military (06/80-06/84)

(10/85-09/89)

Certified Life Coach (2015)

Certified Mental Health Coach (2021)

ADDITIONAL INFORMATION

- #readytowork, Willing to relocate: Anywhere, Authorized to work in the US for any employer