

Office Communications & Support Specialist entrusted with maintaining confidential information and contact with collaborative boards. Interacts effectively with a diverse multi-generational population. Locates community resources with a high degree of competency and accuracy. Possesses exceptional typing skills at 75 wpm with 98% accuracy.

**EDUCATION**

<b>School</b>	<b>Degree Awarded</b>		<b>Graduated</b>
Marygrove College	Master of Arts	Social Justice Studies	2018
Rochester College	Bachelor of Science	Mass Communications	2012
Specs Howard School	Professional Diploma	Radio & TV Production	2011

**SOFTWARE/MEDIA EXPERIENCE & TRAINING**

MS Word \* PowerPoint \* Publisher \* Excel \* Outlook \* Blog \* Adobe Audition \* LEIN \* WordPress  
InDesign \* INews \* Facebook \* Twitter \* Google+ \* YouTube\* Broadcast Equipment \* MAS \* SunGard

**RECENT INTERNSHIP EXPERIENCE**

<b>Office Assistant</b>	<b>Office of Congresswoman Brenda Lawrence</b>	<b>1/2018 – 5/2018</b>
<ul style="list-style-type: none"> <li>• Answered telephones, screened callers, and routed calls appropriately</li> <li>• Researched and compiled lists of community contacts for future correspondence with the office</li> <li>• Maintained administrative supplies and reported/recorded equipment issues or needs</li> <li>• Prepared written correspondence</li> </ul>		

**PROFESSIONAL EXPERIENCE**

<b>Office Management Assistant</b>	<b>City of Detroit: Detroit Police Department</b>	<b>10/2016 – Present</b>
<ul style="list-style-type: none"> <li>• Prepared the Daily Detail, receives sick calls and alerts the shift Sergeant to all personnel shortages</li> <li>• Contacted extra staff when personnel shortages occur at the direction of the shift Sergeant</li> <li>• Ran identity/ownership requests as directed</li> <li>• Input scout car information into computer for dispatchers</li> <li>• Answered telephones, screened callers, and routed calls appropriately</li> <li>• Reviewed correspondence and determined the appropriate method for routing</li> <li>• Maintained administrative supplies and reported/recorded equipment issues or needs</li> <li>• Prepared written correspondence</li> <li>• Proofread typed material for grammar, spelling, punctuation, and typographical errors, and makes appropriate corrections before submission to superiors</li> <li>• Facilitated data entry of citizen crime and accident reports</li> <li>• Performed all other administrative duties as assigned by the shift Sergeant</li> </ul>		

<b>Customer Service Representative</b>	<b>Institute for Population Health</b>	<b>10/2012 – 10/2016</b>
<ul style="list-style-type: none"> <li>• Facilitated administrative projects as directed by CEO and department managers</li> <li>• Processed travel requests and subsequent reimbursement vouchers for staff</li> <li>• Initiated and conducted special studies, surveys and projects to identify and resolved various situations relating to administrative and management issues</li> <li>• Coordinated implementation of changes resulting from agency-directed studies and surveys</li> <li>• Developed, wrote and edited new content for a variety of media and promotional materials including fact sheets, educational articles, electronic and print newsletters, and email blasts</li> <li>• Arranges for conferences and meetings, making all arrangements</li> <li>• Managed communications for educational community board/ Led select special event committees</li> <li>• Prepared for, coordinated, scheduled agency-affiliated board meetings; wrote meeting minutes</li> <li>• Requisitioned office supplies, training and related materials</li> <li>• Prepared meeting agendas and coordinated meetings and conferences</li> <li>• Drafted and proofread letters, memoranda, decisions, recommendations, and reports</li> </ul>		

- Drafted documents and related correspondence for leadership in preparation for meetings, conferences, speaking engagements, briefings and hearings
- Conducted data entry regarding clients served by agency for purposes of billing and future auditing
- Assembles data from several sources and prepares various reports for the supervisor
- Updated policies and procedures in agency procedure manual as needed
- Established and maintained office files; revised and disposed of files in accordance to regulatory procedures
- Composed routine correspondence, reviewed all outgoing correspondence for appropriate format, grammar, spelling, returning those requiring editing appropriate
- Maintained records of board membership, ensured compliance with agency board by-laws
- Designed/edited internal policy documents and handouts for agency personnel and special presentations
- Facilitated agency purchasing, catalogued incoming revenues
- Prepares in final form all types of documentation and forms incident to office management
- Prepared all travel requests and all associated actions and documentation
- Secured required approval for all agency contracts and maintained central records
- Maintained inventory list; performed semi-annual audit of inventory
- Received and reviewed all incoming mail, screening, redirecting to staff as appropriate or personally responding to routine requests
- Assisted in coordinating social media content for agency
- Answered public inquiries about agency programs

**Support Staff**

**Southeast Michigan Health Association  
[for City of Detroit Dept. of Health]**

4/2010 – 9/2012

- Drafted correspondence for executive management to external audiences relating to City of Detroit Dept. of Health & Wellness Promotion (DHWP) events
- Developed talking points and presentations for the Healthy Start initiative at DHWP
- Planned, coordinated, conducted and evaluated special events
- Drafted media relations materials and arranged media coverage and communication of health related messages
- Facilitated educational services at internal and external locations
- Reported to department director on plans and progress for programs
- Maintains calendar for Executive director, scheduling appointments based on knowledge of their interest and commitments
- Managed leadership's calendar and review and approved requests for meetings and other arrangements
- Developed and guided project plans
- Coordinated and verified schedules and related meetings
- Facilitated meetings with community stakeholders at health fairs and other events
- Collected and coordinated accreditation applications and subsequent accredited status including documentation requirements for department
- Resolved problems that required coordination and integration with various departments
- Served as a liaison between agency department staff and educational community board stakeholders (Detroit Mayor's Task Force on Child Abuse Prevention)
- Researched information of interest to employer via Internet, telephone and print resources
- Planned, developed and implemented training program with clinical, clerical and professional modules for new and existing staff
- Provided guidance to staff regarding organizational goals, objectives, current initiatives, and practices
- Took various assignments and ensured that assignments were completed in a timely manner
- Communicated with managers and staff concerning projects and initiatives to ensure timely completion of projects
- Modified existing training programs as necessary as directed by department director

- Conducted and managed audience research and program evaluation activities for health communication and marketing
- Served as technical resource for developing, testing and disseminating messages

**Office Support Specialist**

**Child Care Coordinating Council of Detroit & Wayne  
County**

**8/1997 – 9/2009**

- Facilitated administrative projects as directed by executive director and department managers
  - Wrote, edited, arranged layout for agency newsletter/ fact-checked resource listings
  - Interacted with citizens at public outreach events and facilitated meetings with community stakeholders
  - Drafted letters with community outreach messaging (PSA's, ads)
  - Studied and evaluated program activities, processes, and procedures to determine their impact on operations and staff
  - Coordinated meeting logistics (e.g., facilities, audio-visual requirements, etc.)
  - Created brochures and other literature for agency-related events
  - Implemented youth outreach events/ worked with community groups
  - Assisted Executive Director with assessing training needs for the agency
  - Developed and maintained mail tracking system for all incoming mail and correspondence
  - Managed communications for educational community board/ Led select special event committees
  - Interacted with offices of public officials as directed by executive director
  - Maintained organizational community relations calendar
  - Advised agency leadership of assignments and projects and time frames for completion of work
  - Attended meetings and prepared summaries of what was discussed and what happened during assigned meetings
  - Researched information of interest to executive director and senior staff via Internet, telephone and print resources
  - Provided advice, technical assistance and leadership in planning and developing communication priorities, campaigns, strategies, and practices for effective communication and marketing
  - Created PowerPoint presentations for senior and executive staff
  - Developed and maintained assignment tracking system for all assignments and special projects
  - Supported grantwriting efforts by transcribing information gathered by senior staff
  - Supported special projects as assigned/ drafted technical documents of assorted formats
  - Conducted resource & referral services via telephone and in-person
  - Maintained an active correspondence log of issues and documents needing attention
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  - Coordinated public messaging as directed by Executive Director
  - Assisted in managing grant funds to support outreach efforts
  - Provided direction to seasonal helpers and summer youth interns
  - Maintained ready-reference files of frequently consulted regulations, policies, rosters, directives and other material
  - Established and maintained lists and registers by categories of persons or organizations frequently contacted
  - Addressed day-to-day issues (e.g., equipment) in order to promote the smooth, efficient operation of the agency
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