

**~Office Manager~**

Office manager and grant procurement specialist with experience in time management, office workflow, contract acquisition, inventory, and negotiation. Excellent communicator with outstanding interpersonal skills. Honorably Discharged United States Air Force Veteran. Computer skills include *Microsoft Word, PowerPoint, Excel, and MS Office.*

**~Core Skills~**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Document Accuracy   | <input type="checkbox"/> Review Documents                      | <input type="checkbox"/> Review Applications           |
| <input type="checkbox"/> Detailed Oriented   |  | <input type="checkbox"/> Office Systems and procedures |
| <input type="checkbox"/> Handle/Count Money  | <input type="checkbox"/> Oral and Written Communication Skills | <input type="checkbox"/> Interpersonal Skills          |
| <input type="checkbox"/> Customer Service    |  |  |
| <input type="checkbox"/> Conflict Resolution |  |  |

**Employment History**

National Veterans Counsel for Legal Redress - New Haven, CT  
**Executive Director, Co-Founder**

05/2014- Current

- ✓ Manages daily operation of organization by responding to veteran inquiries pertaining to benefits and discharge upgrades.
- ✓ Provides information to businesses about veterans' issues and legal matters.
- ✓ Work in fast-paced environment.
- ✓ Verifies data to ensure complete and accurate information.
- ✓ Checks for erasures or omissions in typing; responds to inquiries from the public and co-workers and provides correct information on requirements and procedures.
- ✓ Collect annual membership fees.
- ✓ Makes minor adjustments to and performs routine maintenance on equipment.
- ✓ Operates cash drawer and other office equipment such as calculators and computer terminals.
- ✓ Schedule appointments.
- ✓ Prepare financial documents and reports.
- ✓ Balance cash and documents.
- ✓ Process membership renewals.
- ✓ Maintain records including approved and rejected applications; may perform specific research assignments such as member's medical or military records requisition.
- ✓ Prepares appropriate form letters advising specific reason for discharge upgrade or requesting additional information regarding correction of submitted data.
- ✓ Handle initial intake of customers.
- ✓ Deal with high volume of customer contact.

- ✓ Accountable for examining forms.
- ✓ Ability to use reference manual.
- ✓ Review applications of prospective members.
- ✓ Sources and secures grants for organization by utilizing search methods and coordinates with grant writer.
- ✓ Proficient with operating computer systems.
- ✓ Skill in performing arithmetical computations.
- ✓ Integrates local government representatives, private sector specialists and veterans' group members to speak publicly on veterans' issues and legal concerns.
- ✓ Partners with Yale University Law School and Connecticut Veterans Legal Center on discharge upgrades and veterans' benefits.
- ✓ Facilitates monthly membership seminars

All Pointe Care, LLC. – Cheshire, CT

03/2008 - Present

**Therapeutic Support Staff**

- ✓ Mentors' children that are currently connected to the Department of Children's Family Services and minors in the juvenile legal system.
- ✓ Oversees children in residential therapeutic setting and follows prescribed directives from social work, clinicians, and psychologists.
- ✓ Face to face contact with the general public involving personal explanation or interpretation of products, policies or procedures or telephone customer service where the primary responsibility included providing information concerning or explaining programs/services or resolving problems

**Education**

University of Connecticut - Storrs, Ct

Some College Credits

**Military Service**

United States Air Force

**Honorable Discharge**