

Creating solutions that achieve measurable results.

SUMMARY OF QUALIFICATIONS

Results-driven professional who ensures organizational effectiveness through proper alignment of people, processes, structure, and culture with business strategies. Proficient in creating solutions to challenges associated with workforce transformation, integration, leadership changes, employee alignment/engagement, and changes in business strategy to remain competitive.

Industry experience: Business Administration, Project Management, Event Planning, Interpersonal & Communication Skills, Research & Analytical Skills, Government/Public Service, Telecommunications & Diversity & Inclusion.

Technical experience: Microsoft Office Suite (Word, Excel, PowerPoint)

EXPERIENCE

Plainfield Municipal Utilities Authority – Plainfield, NJ

COMMUNICATIONS MANAGER: 2015 – PRESENT

- Direct all functions of the Call Center
- Supervise (20+) employees
- Manage Record Retention System
- Manage the Mailing System
- Successfully balance the dual goals & expectations of the authority internally and externally.
- Manage project timelines from concept through implementation to meet deadlines.
- Develop project schedules with adherence to milestones.
- Manage day-to-day responsibilities to ensure deliverables are met.
- Coordinate company events

Morris County Dress For Success – Madison, NJ

SUIT DRIVE COORDINATOR: 2009 – PRESENT (VOLUNTEER)

- Point person for communicating with suit drive companies.
- Coordinate with Executive Director on speaking events.
- Spokesperson as requested at suit drive events.
- Provide event planning assistance to companies preparing suit drive events.
- Maintain effective working relationships with employees, officials, companies & general public.

Edwards Wildman Palmer LLP – Madison, NJ

DIVERSITY & INCLUSION MANAGER: 2007 – 2013

- Collaborated with the Chief Diversity Officer/Partner on all diversity initiatives for the firm.
- Governed and facilitated all diversity and inclusion initiatives, firmwide training.
- Assurance and execution of interim goals and long-term diversity forecast.
- Generated and sustained diversity budget \$500k+.
- Developed and provided routine and non-routine research and analytical reports.
- Strategized with client relations and marketing to endorse and market women and minority attorneys.
- Served as lead project coordinator and liaison to interoffice departments, outside agencies and vendors, for internal and external event planning.
- Produced literature for quarterly newsletter & content for diversity segment of the firm's intranet.
- Served as firm ambassador for all diversity initiatives including public events, speaking engagements, conferences, forums.
- Orchestrated logistics for diversity events firmwide – (14) offices.

Plainfield Municipal Utilities Authority – Plainfield, NJ

ADMINISTRATOR: 2005 – 2007

ADMINISTRATIVE SERVICES MANAGER: 2003 - 2005

GENERAL OFFICE MANAGER: 2000 - 2003

- Supervised company inventory control with assets totaling \$5Million+; maintained vendor accounts and purchase orders.
- Initiated systematic measures for contracts and procurement systems.
- Developed policy, procedures, and quality assurance, for various executive divisions including Finance, Customer Care, Fleet Management, Field Operations, and Crisis Management.
- Directed all Communications & dispatched Center operations; established priority of information requests from field operations and other units.
- Established workflow by delegating tasks & responsibilities, setting competitive goals, and conducting informative developmental workshops to increase employee performance.
- Managed administrative staff, prioritized, and reviewed staff assignments to ensure adequate operational support to primary executives and upper level management.
- Planned, organized, and directed multi-organizational training activities.
- Directed occupational performance, administered employee evaluations, benchmarked employee development; addressed and resolved all personnel related issues.
- Acted as Project Manager for company events and environment.

Union County Department of Corrections – Elizabeth, NJ

MANAGER: 1998 - 2000

- Managed support staff under the Office of the Director of Corrections.
- Addressed and resolved all personnel related issues.
- Assisted the Director with development and implementation of administrative policies and procedures.
- Established workflows, oversaw staff and administrative support to the executive offices.

City of Plainfield Fire Division – Plainfield, NJ

ADMINISTRATIVE SECRETARY: 1992 - 1998

- Provided direct support for the Fire Chief
- Supervised administrative staff and all departmental functions.
- Managed purchasing, payroll, statistical reports, and personnel records for 100+ employees

Plainfield Municipal Court – Plainfield, NJ

SENIOR CLERK: 1985 - 1992

- Executed duties as assigned by the Court Administrator
- Produced correspondence for civilian complaints and bench warrants.
- Scheduled civilian and police officer cases
- Assisted presiding judge on the bench

EDUCATION

MASTERS OF ADMINISTRATIVE SCIENCE - FAIRLEIGH DICKINSON UNIVERSITY

GLOBAL LEADERSHIP CERTIFICATION

ADMINISTRATIVE SCIENCE CERTIFICATION

Bachelors of Arts - MONTCLAIR STATE UNIVERSITY

Sociology

Certification Program - MIDDLESEX COUNTY COLLEGE

Fund Raising Management

A.A.S - UNION COUNTY COLLEGE

Office Technology / Secretarial Science,

AFFILIATIONS

New Horizon College Club - Board Member

Dress for Success Morris County – Volunteer Suit Drive Coordinator

YWCA of Central New Jersey - *Board Member*

National Forum for Black Public Administrators – *President, Local New Jersey Chapter*

National Forum for Black Public Administrators – National Conference Planning Committee Member

Association of Law Firm Diversity Professionals – Conference Planning Committee Member