

Energetic and dedicated school professional with over 15 years of professional experience in an educational environment providing efficient secretarial and administrative support with the proven ability to exercise sound judgment in making informed decisions and solving problems.

PROFESSIONAL EXPERIENCE:

**Call Center Technician 1
Central County Service Center**

**July 2022 - Current
Gaithersburg, MD**

- Answer high volume phone calls, troubleshooting, answering questions, and providing answers for the callers and any information as needed.
- Uses interpersonal skills to de-escalate and resolve customer complaints and address agitated customers.
- Help assist with questions and or concerns that may pertain to a different department.
- Help assist with the development of process and procedures documentation in support of the Call Center, DFM, and various division-driven projects.
- Analyzes Call Center reports and statistics to recommend modifications to the department's existing systems and processes.
- Provides strong customer service for internal and external customers utilizing both oral and written communications skills.
- Performs related tasks as required, assist in training new call center technicians as needed.
- Host trainings and meetings with department supervisors and managers.

**Administrative Operations Secretary
Mid-County Service Center**

**April 2022 - July 2022
Bethesda, MD**

- Performs a variety of office and secretarial work for service center managers and staff such as maintaining the calendar of the service center manager and editing and correcting materials, preparing charts, tables, and prepared materials. Assembles files and data for meetings/training for staff and attendees.
- Processes timesheets for entire service center and releases to payroll.
- Receives, and screens mail, maintains electronic data files of documents following established procedures for creating backup files, purging files, and storing files.
- Attends meeting and types and shares meeting minutes to all involved.

**Attendance Secretary
Snowden Farms Elem. School**

**August 2021 – April 2022
Clarksburg, MD**

- Assure the smooth operation of the school office so that the school's maximum positive impact on the education of each child can be realized.
- Greet all visitors courteously, determine their needs, check appointments, and direct or escort them to the proper staff member.
- Handle the multiple telephone system for the school office.
- Receive and route all incoming mail.
- Order supplies, as needed, for the office and copy machine room.
- Maintain a daily attendance log for staff, students, facilities, etc.
- Assist teachers and other staff members in preparing instructional materials and reports when directed.
- Maintain in the nurse's absence, the health room, administer first aid, notify parents of accidents or illness when necessary, and supervise the release of students to a responsible person.
- Prepare correspondence, reports, notices, as needed.
- Perform other duties that may be assigned by the principal and/or assistant principal.

**Special Education Paraeducator: Home School Model, M.C.P.S.
Montgomery Village Middle School**

**August 2019 - August 2021
Montgomery Village, MD**

- Worked individually and in small groups to reinforce instruction, monitor performance, and support learning.
- Performed different instructional and classroom management support.
- Responsible for any related clerical tasks to support teachers and other professional staff in the classrooms or learning environments.

**Para Educator (ELO SAIL & ESY, M.C.P.S): Summer
South Lake Elem. School & Watkins Mill Elem. School
Glen Haven Elem. School**

**July 2013 – August 2019
Montgomery Village, MD
Silver Spring, MD**

- Implement collaborative teaching strategies in addition to IEP goals with teachers for students.
- Support the development and delivery of relevant, engaging, and rigorous lessons.
- Serve as a role model for an assigned group of students in my class.
- Monitor students' educational and social progress and make the necessary recommendations for adjustments.
- Support classroom and behavior management consistently to develop a safe and productive learning environment.
- Worked individually and in small groups to reinforce instruction, monitor performance, and support learning.
- Performed different instructional and classroom management support.

**Lead Teacher: Creative Tot Time Summer Program
Casey Community Center**

**June 2011 – August 2012
Gaithersburg, Maryland**

- Interacted frequently, affectionately, and respectfully with children.
- Engaged and communicated with individual children during the activities and routines.
- Implemented a developmentally appropriate curriculum, which reflects observations and goals of individual children.
- Facilitate regular parent/guardian communication to discuss orientation, transitions, and developmental goals.
- Always followed safety and health rules while supervising the children.

**Special Education Paraeducator: Home School Model, M.C.P.S.
Watkins Mill Elementary School**

**August 2008 – August 2019
Montgomery Village, Maryland**

- Understands what motivates the student's learning.
- Works with a student population with physical, sensory, emotional, or learning disabilities.
- Implement a developmentally appropriate curriculum, which reflects observations and goals of individual children.
- Provides feedback to the teacher on the areas of learning, behavior, IEP's.
- Follow safety protocols to keep the children safe.
- Demonstrate awareness of the entire group whether working with a small group or individuals.
- Assists as needed to organize meetings and tasks.
- Participate actively in the teaching team through communication, collaboration, and curriculum planning.
- Substituted in different grade levels (K-5, Art, Music & Physical Education).
- Elected SEIU representative for the supporting service employees of the school. Part of school leadership team.

ACTIVITIES:

SGA Sponsor, Watch Dogs, Girls on The Run Head Coach, Let Me Run Head Coach, PTA Teacher Liaison and Green Team Sponsor., SEIU Elected Representative (9 years)

EDUCATION:

Grand Canyon University, Grand Canyon, AZ

Associates of Arts in Teaching: Early Childhood Education

Anticipated Graduation Date: May 2025

TECHNICAL SKILLS:

Microsoft Office Suite (Word, PowerPoint, Excel), MS Outlook, Internet Explorer, Canva, Google Chrome, Maximo, Asset Essentials, Social Media.