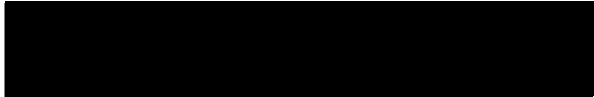


## SHUNTANEKA BROOKS



Results driven, highly methodical and resourceful candidate demonstrating success in areas of managing and supervising groups, setting goals, providing directives and overseeing plans of action. Strong leadership and effective communication skills with the ability to lead, motivate, and train teams by example to improve quality, deliver outstanding service and ensure procedural compliance.

### **Team Manager**

- Leads Agent development by performing call monitoring, analyzing results, and providing coaching and feedback
- Performs scheduled coaching and performance reviews for each advisor and document findings in daily report.
- Develops GROW Plans to help guide advisors to the expected contractual goals for the site.
- Organizes and facilitates weekly team meetings and trainings for my team.

### **Administrative Assistant**

- Assisted with recruiting, interviewing or sign up volunteers and staff
- Established and maintained relationships with other agencies and organizations to meet community needs and to ensure that services are not duplicated
- Scheduled and set up meeting and conference rooms with audio-visual aids, refreshments and managed corporate calendar, made and confirmed travel arrangements for executives, ordered office supplies

### **Manager**

- Recruited and managed over 75 client accounts
- Scheduled daily appointment with clients
- Delivered professional presentations and closed contracts

### **Supervisor**

- Responsible for supervision of activities and personnel assigned to the Front Office and inventory management
- Assisted in the center's operations by operationalizing the policies set forth by the Executive Director in various departments including but not limited to Front Desk, Medical Records, Billing/Coding and follow up administration of patient referrals and medication requests.
- Assisted the Executive Director and development personnel in preparing grant applications including gathering of patient demographic and epidemiological data for the Rocky Mount area and North Carolina data for comparative purpose

### **Counselor**

- Conducted individualized and group intake interviews
- Assisted individuals with completing applications for the Department of Social Services SNAP, Medicaid, LIEP Crisis Intervention Program, TANF and other Cash Assistance Programs.
- Assisted clients with: Financial Aid processing, Income Tax Preparation, Tax Credit Assistance, Voter's Registration and Veterans services.

**KellyConnect/ Apple Project; Tier 1 iOS Team Manager** - Troy, MI - 3/2018-Present

**Gifted Hands Home Health; Administrative Assistant** - Rocky Mount, NC - 6/2016-10/2018

**Future Payment Technologies; Regional Account Manager**- Dallas, TX - 5/2014 - 6/2016

**OIC Family Medical Center; Front Office Supervisor**- Rocky Mount, NC - 7/2010 - 5/2014

**The Benefit Bank of North Carolina; Certified Benefits Counselor**-Durham, NC - 7/2010 - 5/2014

**Volunteer Experience:**

**7<sup>th</sup> District Judicial Courts**      *Volunteer Guardian ad Litem, Tarboro, NC 04/2004 – 05/2015*

- Advocated for abused and neglected children which includes several activities such as: Investigating to carry out an objective, systematic examination of the child's situation including the history, environment, relationships and the needs of the child
- Administered resources and services for the child and facilitated a collaborative relationship between all parties involved in the cases
- Prepares court documents for judgment and made recommendations as to the outcome of case.
- Plead investigative findings in court before judge
- Collaborated with DSS agency to ensure that the orders of the court were carried out according to the judgement.

**Education and Training:**

***Bachelors of Arts: Rehabilitation Studies***

Tentative: May 2022

Winston Salem State University

Winston-Salem, NC

***Associates of Arts***

May 2020

Guilford Technical Community College

Greensboro, NC

***Nurse Assistant I Certification***

January 2016

Edgecombe Community College.

Rocky Mount, NC

***Direct Care Basics Certification***

October 2015

Edgecombe Community College

Rocky Mount, NC

***Gold CRC Workeys Certificate***

October 2015

Edgecombe Community College

Rocky Mount, NC

***Healthcare CPR Certification***

September 2015

Edgecombe Community College

Rocky Mount, NC

***High School Diploma***

June 1996

Rocky Mount Senior High.

Rocky Mount, NC

**Goodwill Industries of Central NC, Inc.**

**May 2017**

Greensboro, NC

*Journey to Success*

*Effective Communication*

*Keys to Branding Yourself*