

Profile

- Skilled in creating effective and efficient processes for multifaceted projects
- An unwavering commitment to customer satisfaction
- An effective relationship builder, cultivating mutual respect with internal and external partners
- A multi-tasking expert, adept at managing multiple projects while staying in budget and on time

Experience

Florida State College at Jacksonville

2005-Present

Program Coordinator/Office of Articulation

- Successfully balance multiple priorities while developing quality programs to support over 150 bachelors, associate, career certificate and continuing workforce programs
- Manage articulation processes by developing communications and documents to be used by program managers and deans to ensure compliance with SACS, FLDOE, and the College APM.
- Initiate industry certification and CTE framework review as needed based on requests from FLDOE's Office of Career and Adult Education.
- Provide direction for the College's Perkins V Comprehensive Local Needs Analysis by reviewing workforce data and providing resources to document program alignment
- Serve as the College's point of contact for secondary CTE administrators and JaxUSA's Talent Advancement Partnership; serve on College and secondary career advisory boards
- Represent the College at annual state Council on Workforce Education conferences and facilitate the flow of information from FLDOE to designated program administrators
- Research, identify, and initiate programs that align state curriculum and industry certifications with workforce and college credit programs in collaboration with program managers, faculty, public school career education directors, and business advisory members
- Provide leadership in the completion and submission of FLDOE required data for annual baccalaureate reports and annual Perkins submission
- Research and identify best practices for implementing educational pathways in compliance with state and College guidelines
- Facilitate accelerated credit training program for college advisors and program managers resulting in a 63% increase in students receiving articulated college credit in a 12-month period (AFPD 7065)
- Provided leadership in the completion and submission of applications for 13 baccalaureate degree programs resulting in 100% approval from the State Board of Education; process includes articulating program goals to all internal and external staff and stakeholders, conducting workforce data analysis to identify new opportunities, engaging community partners for support, and assigning tasks within the team

MCI/WorldCom/Verizon Jacksonville FL

1991-1997 and 2000-2005

Strategic Support Consultant / CSX , Fidelity, Winn Dixie, and Landstar

- Coordinated large scale technical projects including development of detailed plans and timelines used to coordinate install and implementation of new services
- Served as the first point of contact for all customer service issues; provided strategic customer service resulting in 100% contract retention rate

Julie W. Stein

- Provided specialized consulting and custom products and services to meet the unique needs of the client's industry such as co-location services, disaster recovery plans, interactive voice response systems, and modified billing and tracking tools
- Established mutually beneficial relationships from end user to executive director across customer base including CSX, Landstar, Fidelity, and Winn Dixie

DeVry Institute of Technology Jacksonville FL

1998-2000

Education Representative/Recruiter

- Presented workshops on post-secondary education using the Theory of Multiple Intelligence to seniors in over 52 North Florida schools in Workforce Region 8
- Presented at various Florida Career and Technical Education conferences
- Increased contacts 100% in the first year through presentations and seminars
- Created a partnership with Duval County Public Schools Career Specialists and presented partnership model at various Florida educational conferences
- Developed industry partnerships to provide career awareness sessions for high school teachers

Education

Bachelor of Arts in Communication

University of West Florida, Pensacola Florida

Additional Skills

- Lean Six Sigma Yellow Belt 2017
- Economic Modeling Specialists Intl, (EMSI) 2014
- Proficient in Microsoft Word/Excel/PowerPoint/Access

Awards

Year UP College Partnership Award 2017 – Awarded for demonstrating commitment to the successful partnership between FSCJ and Year Up Jacksonville

The Chair Academy Exemplary Team Leadership Award 2011

Awarded for demonstrating exemplary leadership college wide at FSCJ and also within the community, providing leadership and creating innovative initiatives in one of the largest workforce programs in the nation. "This team brings an unwavering dedication and passion for students. They are tireless student advocates, trusted leaders, skilled team members, motivators, and dedicated educators."

Personal

- Special Education Advocate
TWIGS ESE Advocacy Course www.theiepadvocate.com (6 months) 2013
Wrightslaw Special Education Law and Advocacy Training 2017