

QUEEN LOVE

Objectives

I am well regarded as a dynamic group motivator and performance coach with proven accomplishments in the areas of organizational and leadership assessment, workforce competency training, recruitment and retention, and certified motivator development. Strengths include policy setting, project management, budget control, vendor negotiations, human resources, process improvements, program development, and facility expansion. Dynamic and results-oriented higher education professional with over thirteen years of experience in admissions and enrollment management. Proven track record of developing and executing strategic initiatives to drive student recruitment and enhance enrollment processes. Leverage skills in mediation and communication help individuals and organizations resolve disputes effectively.

Professional Experience

Lakewood University- VP of Admissions and Marketing (Remote)

2231 N Taylor Road, Cleveland, OH 44112

- Developed and implemented comprehensive recruitment strategies, including digital marketing campaigns and outreach programs, resulting in a 35% growth in prospective student engagement.
- Established partnerships with Veteran Affairs Department, high schools and community organizations to promote university programs and increase visibility.
- Analyzed admissions data and trends to inform policy changes and optimize recruitment efforts.
- Provided personalized counseling to students and families, enhancing the overall admissions experience.

National Association of Certified Mediators - 2/25/22 to Current (Remote)

Co-Instructor and Certified Mediator

- Assisted in resolving disputes through structured mediation training sessions, fostering open communication and mutual understanding among parties.
- Participated in community outreach programs to promote awareness of mediation services and conflict resolution techniques.
- Developed and implemented conflict resolution workshops, enhancing participants' negotiation and communication skills.

The Census Bureau - Miami, FL 3/2010 to 8/2010

Present Crew Leader Assistant/Assistant Supervisor

- Arrange meetings with enumerators and ensure accurate data collection.
- Supervised up to 10 enumerators on a daily basis
- Supervise enumerators and report daily data collection results to Crew Leader.
- Read Census Maps to ensure a proper census count.
- Go door to door within assigned Census area
- Conduct brief interviews with occupants and maintain privacy of data collected
- Received inbound calls to conduct brief surveys

TRACI'S PERSONAL CARE COMPANIONS, LLC (Self Employed) - Miami, FL

2007-2010

Self Employed and Private Duty, Owner/Manager/Supervisor

Created and implemented a professional quality healthcare program that included running my business on all levels. Serve as the key member of Traci's Personal Care Companions ensuring optimal patient care and smooth daily functioning of each patient.

- Managed and Supervised up to 40 employees. 8-LPN's & RN's, 2-RT's, 15-CNAs, and 15-Companion's
- Consistently praised for hiring efficient and caring CNAs and Nursing staff to care for the loved ones of their family members (e.g., scheduling appointments, maintaining medical records, patient processing, billing and bookkeeping, payroll) that allowed my nursing staff to focus on the health concerns of their patients.
- Outbound calls to patient families to update on the patient, to doctors, to make appointments, order supplies, to set up future clients, etc.
- Demonstrated proficiency in taking patient medical histories and vital signs, as well as in various diagnostic procedures and ancillary tests (e.g., EKGs, hematology, urinalysis, respiratory therapist, etc.).
- Ensured the cleanliness, sanitation and maintenance of patients' room and equipment while providing a true companions atmosphere.
- React calmly and effectively in emergency situations, and add the personal, caring touch that immediately put patients at ease.
- Provided total care for all private duty patients I managed. Arrange meals, bathes, banking, scheduled appointments, and distribute/monitor medication.

TRACI'S BRIGHT SMILE DBA BLEACH BRIGHT — Miami, FL

2009-2010

Self Employed, Owner/Manager/Supervisor

- Provide clients with basic instruction in dental hygiene pertaining to teeth whitening and supervise them during their teeth whitening process.
- Supervise a staff of 4 CSR to ensure that the product was being used properly
- Ensure the cleanliness and sanitation of equipment.
- Travel to Trade Shows for teeth whitening
- Manage/purchase supplies as needed to replenish.
- Manage/organize the sale of products to ensure high sales each day

INDEPENDENT CONTRACTOR-PRIVATE DUTY- ELDERLY CARE - Miami, FL

2003-2010

Self Employed, (Extension of Traci's Personal Care Companion's)

- Provided total care for all private duty patients I managed.
- Arranged meals, baths, banking, scheduled appointments
- Distribute/monitor medication.

ENTERRISE RENTAL CAR — Miami, FL

1997-2002

Customer Service Representative/Manager Trainee/Accounts Receivables

- Managed vendor accounts, generating quarterly reports, and managed weekend processing of account payments for corporate clients.
- Received inbound calls for reservations. Made outbound calls to confirm reservations and extend contracts.
- Processed/finalized rental agreements, along with creating/managing customer/clients files.
- Duties also included typing and data entry, greeting customers, answered phones, make reservations, make bank deposits and collect from various accounts.
- Acted as liaison between Enterprise Rental Car and Corporate Accounts.
- Maintain sales quotas each week and month.
- Offering products to customers for example: car insurance, upgrades, etc. to increase sales

**MAINS'L OF FLORIDA GROUP HOME – Miami, FL
2001-2002**

Assistant House Manager/ Assistant Supervisor

- Interview future applicants
- Supervise up to 8 employees to ensure quality care for the mentally handicap clients
- Plan work schedules for employees and day schedules for the clients
- Go on outings with clients
- Make outbound calls to schedule doctor's appointments, reorder medications, etc.
- Administer medication
- Conduct weekly meetings with the staff to discuss issues, policy/procedure's, suggestions, and to boost moral

Education

- **(Psychology)**, MIAMI-DADE COMMUNITY COLLEGE - Miami, FL. 1991-1991, 2003-2004
- **(Certified in Professional BLS, CPR/AED)**, Expiration 2010
- **(Major in Biology & Minor in Chemistry)**, OAKWOOD COLLEGE – Huntsville, AL. 1991-1995
- **(High School Diploma)**, MIAMI SOUTHRIDGE HIGH SCHOOL — Miami, FL, 1991

Certifications

- **(Certified Mediator)**, Expiration 5/25/2026

References

- Available Upon Request