

Velena Miller
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HIGHLIGHTS OF QUALIFICATIONS

- ◆ The ability to diagnosis the problem, obtain feedback on the problem and institute change through teamwork.
- ◆ Persuasive ability to communicate policies/procedures to businesses, clients and customers
- ◆ Experience in providing management and direction for profits and nonprofits
- ◆ Special talent for motivating and training non-volunteers and volunteers
- ◆ Keen intuition; warm, sincere, down-to-earth business, teaching and training style
- ◆ A creative and “take-charge” type person; proven ability to do what needs to be done, and do it.

PROFESSIONAL EXPERIENCE

Management/Organization Development

- ◆ Identified the following as among the predictors of successful programs, projects and businesses: Missions Statements, Goals & Objectives...research of similar businesses, plans and programs...accurate projections of budget & staff needs ... appropriate growth rate...assess the needs of the board....develop a plan and train boards to be more efficient.
- ◆ Professional Development utilizing resources within businesses, identifying and bringing the best consultants to teach, demonstrate, and model and follow-up in addressing all businesses and CEO styles, issues and concerns.
- ◆ Developed an in-depth working knowledge of program development and management principles, through studying various resources of businesses, profits, and nonprofits.
- ◆ Keep abreast of developments in the profession by attending meetings, workshops/seminars, events, reading publications and discussed with others in my field the latest, proven and effective ways to train, develop, expand, share, bring back to businesses and implement.
- ◆ Built highly productive work teams, introducing many more opportunities for business and staff input.
- ◆ Established cooperative spirit by developing channels for exchange of expertise and resources.
- ◆ Convinced skeptical owners and manager to support the program through effective negotiations and follow-through.
- ◆ Through the National Urban League - Certified by and member of Board Source: Building Effective Nonprofit Organization.

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Administrative

- ◆ Roles and responsibilities of all levels of management
- ◆ Team management
- ◆ Project management
- ◆ Supervisory skills
- ◆ Management by goals and objectives
- ◆ Time management
- ◆ Project evaluation
- ◆ Performance appraisal

WORK HISTORY

Independent Consultant – 1995

- Magic Johnson Bridgescape Academy/Edison Learning – Community Organizer/Recruiter
- Moving Up Foundations, Inc 2010- present Group Facilitator
- Broadway Area Community Development Corporation-2009 to present -Consultant
- Legal Shield, INC. 2004 to present Independent Associate and Small Business/Home Based and Group Sales Specialist
- Edison/Newton Learning – 2008 to Present Site Director and Lead Teacher
- Northeastern Illinois University & Chicago Public Schools – 1998 to 2008
- North Central Educational Laboratory (NCREL), for the implementation of the Strategic Teaching and Reading Project 1996 to 1998
- The Council for Adult and Experimental Learning (CAEL) 1994 to 1996
- Women Employed 1994 to 1998
- The Center -Resources for Education 1994 to 1998

National Urban League

- ◆ Central Regional Board and Staff Development Consultant – 1998-2001
- ◆ Assistant Director, Community Based Organization Partnership Program – 1985- 91

Chicago Urban League

- ◆ Project Coordinator -Adult Literacy Program
Training Specialist/Career Development 1993-1995

EDUCATION

- ◆ **National Louis University Chicago Campus, Chicago, IL**
Master of Science in Management: 1992
- ◆ **Western Illinois University, Macomb, IL**
Bachelor of Arts: African American Studies, 1979

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To obtain a managerial position in that will allow me to use my strong communications skills, customer relations experience, and leadership ability to improve customer satisfaction and enhance company name.

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| 2011-Present | Orions Mind | Chicago, IL |
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- Responsible for hiring, managing, and training over 40 employees in 9 different Chicago Public Schools
- Plan and conduct weekly instructor staff meetings with goal of ensuring higher attendance rates
- Assist in placement of substitute teachers and provide back up for the instructors as needed
- Maintained superior communication level with Principals and coordinators at all times to ensure the level of the program is of the highest quality
- Canvass the school neighborhoods with the intent of recruiting students to participate in the after school program
- Administer student comprehensive assessments and guarantee that their examination is submitted accurately
- Provide continual customer service and follow up by maintaining contact with parents on a weekly basis regarding the students' academic progress

Outreach & Development Coordinator

- Liaison between the Federation of Jalisco and the Mexican community of Chicago
- Organize various projects and events such as organizing the annual job fair for the Latino community in Melrose Park
- Served as a connection between the Mexican government officials and FEDEJAL in preparation of pilot community educational event
- Educate community organizations and members about the programs and services offered by the office through presentations
- Communicate with media outlets and various political members to increase participation and attendance of respective festivities and yearly pageants
- Provide Spanish translations of materials distributed to the public, including, website content, informational pamphlets and posters

Retail Operations Analyst

- Oversee payment arrangements, extensions, and refinancing for customers experiencing hardship
- Handled collection activities for retail and lease receivables in order to guarantee secure assets
- Designed custom payment plans and negotiated lower payments for qualifying customers
- Consulted with legal department upon the placement of judgments, writs, and replevins
- Recorded Demand letters and/or executed repossessions for delinquent accounts
- Reduced account delinquency rate by 89% to 93%
- Investigated “Past due” accounts and collected loss submissions
- Visited customers in west coast territory and helped maintain a good relationship and superior level of communication