

JF

JACKIE FAILS

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PROFESSIONAL SUMMARY

Expertise includes in applying to core aspects and strategic approaches of organizational psychology to amplify HR, administrative and leadership success. Experienced in developing policies and organizational strategies based on data-driven approaches. Excellent interpersonal and conflict management skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

SKILLS

- Daily Reports
- Operational Standards
- Administrative Support
- Organizational Systems
- Strategic Planning
- Direct Operations
- Strategic Partnership
- Workforce Improvements
- Recruitment Strategies
- Regulatory Compliance
- Data Entry
- Quality Assurance
- Software Troubleshooting

WORK HISTORY

Building Substitute Teacher | West Carrollton High School 07/2020 - CURRENT

- Utilized variety of instructional strategies to meet individual student needs.
- Developed and implemented behavior management plans for students with challenging behavior.
- Collaborated with colleagues to develop innovative approaches to teaching.
- Attended professional meetings, educational conferences or teacher training workshops to improve professional competence.
- Prepared objectives and outlines for courses of study by following curriculum guidelines or requirements of states and schools.
- Supervisor: Devon Berry (937-859-1129)
- Okay to contact this Supervisor: Yes

Assistant Teacher | Vandalia Butler High School 07/2018 - 06/2020

- Hours per week: 40
- Duties, Accomplishments and Related Skills:
- Enter detailed student data into computer systems
- Train staff at the registrar's office to use software related to records administration

- Manage, process, and enter data from extensively detailed paperwork
- Check-in students and families for appointments
- Performing clerical tasks, such as printing academic transcripts for students
- Keeping student information confidential and secure
- Participating in student service committees and initiatives
- Supervisor, Buck Williamson (937-415-6300)
- Okay to contact this Supervisor: Yes

Assistant Teacher | Dayton Public School - Dayton, Oh 07/2013 - 06/2017

- Created curricula, research topics and conceptualized course format, subject matter and presentation.
- Teamed with subject matter experts in evaluation and revision of training tools in order to continually improve learning platforms.
- Organized and led practice, research and lab assignments.
- Planned and monitored implementation of technology-based learning programs.
- Contributed to development of comprehensive employee training courses.
- Targeted diverse learning modalities in development of new course content and training programs.
- Delivered top-quality training documentation, manuals and tools addressing needs of specific specialist groups.

Direct Support Manager | Anthony Wayne Services 06/2011 - 07/2013

- Hours per week: 60
- Duties, Accomplishments and Related Skills:
- Residential monitoring & compliance
- Coordinated client appointments & transportation needs
- Managed staff & maintained appropriate staffing levels
- Ensured safety & nutritional components were always in place
- Assisting clients with daily personal tasks, including bathing and dressing
- Completing housekeeping tasks such as vacuuming, washing dishes, and tidying
- Helping plan client appointments and organize a schedule
- Organizing transportation arrangements for appointments
- Shopping for groceries and preparing meals that meet specific client dietary needs
- Encouraging client engagement in social networks and communities
- Supervisor, Angie Honshell (937-823-0244)

Supervisor, Residential Counselor | Dayton Job Corps 05/2008 - 07/2011

- Dayton, OH

- Achieved results by working with staff to meet established targets.
- Resolved conflicts by performing in-time crisis intervention and enforcing discipline and behavior metrics.
- Delivered frequent summaries on resident progression and regression in treatment to provide recommendations towards treatment plan for success.
- Developed and implemented customer service policies to enhance satisfaction.
- Conducted routine inspections to check quality and compliance with established specifications.
- Assisted residents in adhering to treatment plans by setting up medical appointments, arranging transportation, coordinating services, and providing emotional support.
- Boosted team performance by developing customer service training materials and conducting service training.

Maintenance Technician | Miami Valley Hospital - 07/2001 - 03/2009
Dayton, OH

- Maintained tools and equipment in good working condition.
- Inspected and tested machinery and equipment to diagnose malfunctions.
- Prepared documentation and drafted reports detailing completed maintenance activities and repairs.
- Evaluated systems and facility infrastructure to ascertain and improve operational efficiencies.
- Completed troubleshooting and diagnostic procedures to diagnose problems with equipment and systems.
- Followed safety protocols and best practices for installation, maintenance, or repair work..

Supervisor | 07/2001 - 04/2008

- Larry Barnes (937-581-0770)
- Okay to contact this Supervisor: Yes, Hours per week: 45
- Duties, Accomplishments and Related Skills:
- Followed routine and preventative maintenance checklists
- Cleaned windows, glass partitions, and mirrors
- Regularly monitored facilities for toxic gases
- Documented all maintenance and repairs
- Repaired defective equipment parts
- Regularly serviced all floors & buildings of the hospital
- Supervisor: Art Winston (937-208-8000)
- Okay to contact this Supervisor: Yes

EDUCATION

Wright State University, Dayton, OH

EXPECTED IN 07/2024

Master of Public Administration

- Dean's List Spring Semester
- 3.8 GPA
- Relevant Coursework: Quantitative Analysis & Strategic Planning
- Professional Development: Organizational Planning and Theory & Managing Human resources in Public Service

Wright State University 3640, Colonel Glenn, OH

2022

Bachelor's degree: Organizational Leadership

GPA: 3.5, GPA: 4.00, Cum Laude

CERTIFICATIONS

Language Spoken Written Read English Advanced Advanced

Advanced Affiliations: Harmony Community health and Social Wellness -

Community Mentor Dayton Public Schools Men of Color - Mentor/Advisor /Advocate