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# Daylon Polk

Los Angeles, CA - (818)263-5793 - daylonpolk19@gmail.com

Highly motivated individual with excellent organization, comprehension, and practical communication skills. Excellent reputation for resolving problems, improving customer satisfaction, project management, and overall operational improvements. Proficient in all administrative tasks, high-pressure settings, assessing projects, and formulating plans of action. Diplomatic professional with the capability to adapt, understand and empathize with others.

## EDUCATION

**Cal State University East Bay – Hayward, CA – BA Human Development**

SEPT 2015 – JUNE 2018

**West Los Angeles Community College – Culver City, CA – AA Liberal Arts**

JAN 2012 – JUNE 2015

## SKILLS

\*Conflict resolution \*Effective Communication \*Report writing \*Detail-oriented \*Critical thinking \*Digital Literacy (Outlook, Microsoft Word, Excel, Spreadsheets, PowerPoint, MAC/PC operating systems \*Case management (Mental Health, Childcare, Social Services) \*Community Outreach \*Work Ethic \*Flexibility \*Project Management \*File Management (PDFelement, Cabinet, Digital Drawer) \*Negotiation \*Strategic planning/listening \*Team Management \*Ability to meet Deadlines \*Leadership \*Event Organization \*Team Collaboration

## EXPERIENCE

**St. Joseph Center – Culver City, CA — Case Manager**

JAN 2019 – Current

- \*Develop and implement individualized service plans for clients that supports housing goals, increases income and mainstream benefits, supports employment opportunities, and addresses mental health/substance abuse issues, relapse prevention, medication management and any other risk factors that could impede accessing and/or maintaining permanent housing.
- \*Provide ongoing case management services to ensure successful permanent housing, and decrease social isolation.
- \*Placing referrals for programs that assist with medical/dental, mental health, substance abuse, life skills training, self-help, money management, meaningful community activities, volunteer services, and job placement, etc.
- \*Create invoices, fax documents, input data, organize/update files, all while maintaining client confidentiality.
- \*Fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets, and presentations.

**Inclusive Education & Community Partnership – Bel Air, CA  
School Based Behavior Therapist (TEMP)**

AUG 2018 – DEC 2018

- \*Gathered client data using observation techniques, interviews, case histories and other assessment methodologies.
- \*Supported student learning obstacles through personalized and small group assistance.
- \*Utilized behavioral and clinical techniques to support student's mental health. Collaborated with teachers, principals, and mental health professionals to teach the intervention tactics, provide consistent care, & minimize diversion.
- \*Developed intervention plans based on established guidelines and individual needs.

**West Los Angeles Extended Day – Los Angeles, CA –  
Assistant Director / Lead After School Teacher (TEMP)**

AUG 2018 – DEC 2018

- \*Connected and frequently communicated with students and parents regarding programs, policies and individual needs.
- \*Worked closely with manager to provide effective assistance for specific aspects of business operation.
- \*Managed behavioral issues and used positive behavior strategies for groups of up to 35 students.
- \*Designed learning and recreational activities for up to 35 students while supervising and maintaining a safe environment.

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**East Bay Agency for Children – Oakland, CA**  
**Early Intervention Counselor / Lead Preschool Teacher**  
**APR 2017 – AUG 2018**

- \*Maintained well-controlled classrooms by clearly outlining standards and reinforcing positive behaviors. Applied play-based strategies, including crafts and games, to provide diverse approaches to learning.
- \*Utilized behavioral and clinical techniques to support student's mental health. Collaborated with teachers, principals, and mental health professionals to teach the intervention tactics, provide consistent care, and minimize diversion.
- \*Provided crisis intervention for students while managing the Facility daily. Prepared documents and reports for Medi-Cal Billing.
- \*Provided comprehensive case management services, including creating treatment plans and connecting clients and families to appropriate resources.

**East Bay Agency for Children – Oakland, CA – After School Educator**  
**JAN 2016 – APR 2017**

- \*Organized monthly curriculum for daily activities and Lead Activities.
- \*Worked closely with students and parents to increase positive feedback from parents and boost overall student success.
- \*Managed documents by organizing forms, Attendance tracking, making photocopies, filing records, preparing correspondence and creating reports.
- \*Applied various teaching aids to minimize learning gaps and effectively instruct and motivate students.

**City Of Los Angeles Department of Recreation and Parks**  
**Los Angeles, CA – Summer Camp Director**  
**JUNE 2013 – JUNE 2014**

- \*Developed and maintained relationships with state child care licensing agencies, school administration, parent groups (including a Parent Advisory Committee) and other organizations and agencies related to assigned programs.
- \*Responded to public inquiries to provide information about programs and facilities.
- \*Performed clerical, accounting and bookkeeping duties to process participation fees and reconcile cash receipts daily.
- \*Managed program staff, coordinated and facilitated recreation activities.
- \*Recruited and screened qualified potential employees. Managed employee exit interviews and paperwork.
- \*Verified and investigated employment claims and data. Organized curriculum for daily activities/Lead Activities.
- \*Developed and initiated projects, including managing costs, schedule and performance. Modified and directed project plans to meet organizational needs.
- \*Responded to all agency, parent and community inquiries and complaints in a timely manner.
- \*Documented camp inventory and ordered supplies when needed.
- \*Designed learning and recreational activities for campers.

**City Of Los Angeles Department of Recreation and Parks**  
**Los Angeles, CA – Recreation Assistant**  
**OCT 2008 – JUNE 2018**

- \*Managed documents by organizing forms, Attendance tracking, making photocopies, filing records, preparing correspondence and creating Reports.
- \*Designed learning and recreational activities for up to 70 children
- \*Facilitated student recruitment, registration, and special events.
- \*Displayed sensitivity to cultural and linguistic needs of clients and families served.
- \*Managed administrative logistics of events planning, including contract signing, fee collection, event booking and event promotions.
- \*Opened, closed, and secured facilities at prescribed times to accommodate scheduled activities.