

Jordan C. Dew

Jordan.dew@uncp.edu | (910) 690-6831

EDUCATION

The University of North Carolina at Pembroke

Master of Social Work, Currently Enrolled, Graduation Expected 2026

Western Governors University

Master of Science, Management and Leadership, February 2024

Western Governors University

Bachelor of Science, Information Technology, October 2021

The University of North Carolina at Charlotte

Bachelor of Arts, Sociology, August 2014

EXPERIENCE

UNC Pembroke

Social Research Specialist-SPARC, May 2025 - Present

- Work with faculty/staff on developing and implementing preliminary strategic plans related to distributing the Robeson County Opioid Settlement Funding.
- Work with RCORP Consortium, Robeson County government entities, and other collaborators across the county focused on opioid/substance use disorders (OUD/SUD). Assist with project planning and design, implementation, and data management.
- Implement data collection processes. Collect, clean, organize, and assist with analyzing data. Handle large volumes of data in an organized, efficient manner.
- Create/validate theories through data/information collection, documentation, and analysis. Learn/train on research study processes.
- Assist with developing and presenting to the team as well as external stakeholders. Assist with preparing reports, publications, and related products, communications, instruction, and public education.
- Stay abreast of current literature related to OUD/SUD. Assist with administrative duties and other duties as specified by Principal & Co-Investigators.

UNC Pembroke

Graduate Assistant, Opioid Settlement Strategic Planning Project, November 2024 - April 2025

- Research Support: Helped develop and implement data collection tools (e.g., surveys, focus group protocols) to gather community input. Attended regular, ongoing research team meetings and a spring conference in NC.
- Data Collection and Analysis: Participated in organizing and conducting focus groups, distributing surveys, and analyzing qualitative and quantitative data related to substance use disorder (SUD) and opioid use disorder (OUD) in Robeson County.
- Community Engagement: Supported outreach efforts to ensure diverse and inclusive participation from community members, including underrepresented groups and Lumbee Tribe members.
- Project Coordination: Assisted with project logistics, including scheduling meetings, coordinating with community partners, and organizing focus group sessions.
- Documentation and Reporting: Contributed to drafting progress reports and data summaries; assisted in co-authoring and presenting the drafts and final strategic plan for local government consideration.
- Administrative Support: Collaborated with the project coordinator on project-related administrative tasks, including maintaining accurate records and tracking participant incentives.

Changing Destinies Ministry, January 2024 - Present

Volunteer

- Created a Custom CRM software system with mobile and desktop accessibility.
- Developed church mapping feature with Google Maps integration.
- Compiled a comprehensive local church database for donation outreach.

Southern Software Inc, March 2015 - March 2023

IT Specialist

- Applied software updates to servers for Public Safety Agencies and Towns. Primarily updated CAD (Computer Aided Dispatch) software on the servers of over 200 customers.
- Installed the entire suite of software products on new client machines (i.e., desktops, laptops, and tablets).
- Troubleshoot any issues that arose during the update or installation process. If necessary, escalated to a higher tier or the developer. Documented the matters upon resolution in shared software so that other employees could access and resolve the same issues more efficiently.
- Provided technical support for the company's data-sharing network (e.g., resetting passwords and troubleshooting connection issues).
- Resolved service tickets in a timely fashion.
- Assisted with training new employees and establishing and implementing standard operating procedures.
- Assisted junior update employees with troubleshooting.
- Documented any changes in client version numbers and detailed the update steps.
- Ensured a high level of customer satisfaction.