

Jordan C. Dew

jordandew4@gmail.com | (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

Graduate Assistant, Opioid Settlement Strategic Planning Project

- Research Support: Help develop and implement data collection tools (e.g., surveys, focus group protocols) to gather community input. Attend regular, ongoing research team meetings and a spring conference in NC.
- Data Collection and Analysis: Participate 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: Support outreach efforts to ensure diverse and inclusive participation from community members, including underrepresented groups and Lumbee Tribe members.
- Project Coordination: Assist with project logistics, including scheduling meetings, coordinating with community partners, and organizing focus group sessions.
- Documentation and Reporting: Contribute to drafting progress reports and data summaries; assist in co-authoring and presenting the drafts and final strategic plan for local government consideration.
- Administrative Support: Collaborate 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

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