

# Jordan C. Dew

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## 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.