



JOHN R. FALK

PROJECT COORDINATOR

 717-542-3823

 jrofalk@gmail.com

 210 N Stafford Ave, Apt 27
Richmond, VA 23220

EDUCATION

LITERARY CRITICISM BA
STUDIO ART MINOR
PAINTING
Millersville University
Lancaster, PA
2009

KEY SKILLS

Project Management

Team Leadership

Content Development

Writing & Editing

Budgeting and Planning

Client Support

Public Relations

RELEVANT EXPERIENCE

PROJECT LEADER

Benefits Data Trust / Philadelphia, PA / May 2016 – May 2018

- Managed a team of 16 caseworkers, ensured staff adhered to state and federal guidelines while assisting clients of varying backgrounds to enroll in public benefits such as Medicaid, SNAP and TANF
- Acted as liaison between state partners and the organization's North Carolina and Connecticut campaign locations, prepared briefs detailing the project's overall performance
- Developed individualized performance reports for caseworkers, identified gaps in performance and assessed where staff members could benefit from additional training procedures
- Created and utilized qualitative data to inform and guide outreach tactics, built a comprehensive strategic plan to ensure the team met project goals

BENEFITS QUALITY SPECIALIST

Benefits Data Trust / Philadelphia, PA / January 2015 – May 2016

- Acted as quality control for caseworkers' benefits applications submitted on the behalf of clients, spot checked documentation processed by caseworkers for critical errors
- Provided detailed, immediate verbal and written feedback for caseworkers in regards to their work, created strategies for improvement for those requiring additional training
- Developed training materials and standard operating procedures for internal document handling procedures, ensured standardization across projects

BENEFITS OUTREACH SPECIALIST

Benefits Data Trust / Philadelphia, PA / January 2015 – December 2015

- Conducted telephone outreach to underserved populations in Pennsylvania, South Carolina, Colorado, and Maryland, regularly acted as a case manager for between 12 to 20 clients a day
- Screened clients for eligibility for public benefits such as SNAP, LIHEAP, and Medicaid
- Applied clients for benefits utilizing state submission websites and provided guidance surrounding documentation required for admission into programs

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TECHNICAL

Windows and Apple
Platforms

Microsoft Office Suite

Preliminary HTML

Preliminary CSS

Slack

INTERESTS

Contemporary Art

Synthesizers

Building Musical Equipment

Field Recoding

Foreign Film

Political Theory

Social Change

OTHER EXPERIENCE

VAULT COORDINATOR

Hoover & Strong / Richmond, VA / May 2018 - Present

- Receives clients' precious metal materials, ensures that jewelry and other scrap items are directed into the correct refining departments
- Introduces clients to the company's refining process, explains Hoover & Strong's methodology, organization, packaging protocols, and pay scales for settlement
- Ascertains the weight, type, and relative quality of client material and enters itemized data into the company's custom computer software
- Facilitates the safe transfer of client material into and throughout the company and its departments

COFFEE PROGRAM MANAGER

Grindcore House / Philadelphia, PA / December 2011 – October 2014

- Provided counter service utilizing a touch screen register, counted shift deposits, created a variety of espresso and tea drinks to competition level standards
- Maintained a vital relationship with primary vendor Counter Culture Coffee, managed all vendor billing, acted as liaison between all suppliers and the business
- Trained and tracked the progress of employees, scheduled off site educational opportunities for staff

TUTOR

Literacy Council of Lancaster & Lebanon County / Lancaster, PA /
August 2009 – September 2010

- Performed clerical duties including answering and directing both telephone calls and emails, data entry, and providing office support to the organization's volunteer coordinator
- Assisted in matching clients with tutors capable of meeting their personalized needs
- Tutored clients in American English, developed practical lesson plans for students from economically and socially vulnerable communities

REFERENCES

AVAILABLE BY REQUEST