Tyeisha Scriven

**Address**: 3017 Parkersburg St. Raleigh, NC 27616

**Phone**: 252-414-5673 **Email**: tbscriven@gmail.com

**Professional Summary:**

Creative, organized, results oriented person devoted to making a dynamic impact in the Youth of North Carolina’s society. A critical thinker with strong analytical and teamwork skills, possess the ability to manage multiple tasks in a fast paced setting with a calm approach when working under pressure, and a zealous drive for helping those who do not have equal opportunities as others.

**Education and Related Course Work:**

North Carolina State University Bachelors of Science in Social Work Grad. Date: Dec. 201

Social Welfare Policy: Analysis and Advocacy Social Work Practice I, II, and III

Educational Psychology Social Work in Human Behavior

Social Work in Addiction Recovery Research Methods in Social Work

Public Communication

**Work Experience:**

**Department of Health and Human Services:**

Test Team: July 2014 – Current

* Conducted various test in the NC Fast system to verify new and current functionalities work correctly for caseworkers throughout the state on North Carolina.
* Successfully logged defects causing problems within the system and ways to correct them.
* Used Curam software test system.
* Provided guided instructions for developers and staff on how to locate the issue and how it should be corrected.
* Created and edited detailed scripts for staff to follow in creating and testing various cases.

On Site Support: Feb. 2014 – July 2014

* Provided on-site support for various counties that were backup in FNS and Medicaid processing.
* Assist in training NC staff on how to operate the new NC Fast System.
* Assist in training NC staff on how to process applications.
* Process Food and Nutrition Applications and Recertification’s
* Process Medicaid Applications

**Personal Assistant:** Caregiver Jan. 2013 – Aug. 2013

* Provided home care for cancer patient.
* Served as advocate for client.
* Handled all income and outgoing paperwork: creating documents, filling out patient information, filing, and distributing forms to designated areas.
* Duties included: distributing medications, arranging appointments, providing transportation, bathing client, and house hold chores such as cleaning, cooking, shopping, and caring for pet.
* Provided support, comfort, companionship, and counseling for client.

**Yonkers Industries:** Office Assistant April 2013

* Successfully completed office duties such as: filing, scanning, copying, and organizing bills and other company paperwork, entering information into excel database, and mailing out checks to designated areas.

**Call Center** March 2012- Dec. 2012

* Conducted thorough interviews for the Center for Disease Control and Prevention (CDC) on Domestic and Sexual Violence.
* Conducted thorough interviews for the State of Ohio Medicare and Medicaid.
* Accurately entered client’s information into system, properly noted information about call for supervisors review, successfully conducted distress calls, and transferred calls to appropriate destinations when needed.

**YMCA:** Y-Learning Outreach Program Aug. 2012 to Dec. 2012

* Created Resource Manual for parents of youth within the program.
* Entered data into Y-COT –tracking spread sheet (in excel) of youth in program.
* Communicated effectively with diverse clientele and developed team work skills by contributing innovative ideas in staff meetings
* Successfully conducted Angel Tree Project of over 300 participants- gathered and organized information from families in need of items for Christmas. Able to get sponsors to donate to families. Collected and organized sponsors information into excel data base.
* Youth Counselor: worked with youth to help them excel in their academics and improve/ build their self-esteem, created enrichment activities, created fun and engaging activities for students, and kept clean and safe environment for youth.

**Reaching Your Goals/ Health Core:** Aug. 2010- May 2012.

* Worked on anger management and behavior enrichment programs with at risk youth from ages 6-19 who had long term suspensions from schools for behavioral issues.
* Attended counseling sessions with clients, family, teachers, and social workers. Created lessons that would shape students skills and better handle their anger.
* Worked closely under clinical social worker and therapist while doing counseling and intake sessions with clients, families, teachers, and social workers.
* Performed office task such as filing and documentations of clients receiving and requesting services.

**Leadership Roles and Volunteer Experience:**

* President of the Upsilon chapter of Alpha Nu Omega Sorority Inc.
* Secretary of the African American Association of Student Educators (AAASE)
* College Ambassador for NC State University
* Peer Mentor for incoming Freshmen of NC State University
* SAY (Students Advocating for Youth) -Mentor to elementary students who are at risk students
* TELL (Teach, Empower, Lead, Live) -Mentor to middle school children who are at risk of dropping out
* Peer Mentor Program -Mentor to College Freshman
* Volunteer for Boys and Girls Club
* Volunteer for Service Raleigh
* Volunteer for Service NC State
* Volunteer for Habitat for Humanity