

# ALAINA J. HICKS

Chicago, IL | Phone: (312) 772-2691 | Email: [ajhicks0816@gmail.com](mailto:ajhicks0816@gmail.com) |

---

## PROFESSIONAL HIGHLIGHTS

Project and program management professional with proven establishment of valued partnerships. Highly creative in development, support, and implementation of positive objectives in community organizations. Seeking to contribute dedicated work ethic, fundraising, youth and human services knowledge, and service-oriented work experience to a purpose-driven environment. Developed expertise in:

- Specializing in workforce and community development for grant-funded projects.
- Establishing and maintaining current and potential customer accounts.
- Delivering effective evaluation and constructive feedback to reinforce best practices.

## KEY STRENGTHS AND SKILLS

<i>Case Management</i>	<i>Account Management</i>	<i>Curriculum Implementation</i>	<i>Program and Project Management</i>
<i>Public Speaking</i>	<i>Course Evaluation</i>	<i>Membership Retention</i>	<i>Event Planning</i>

- Proficient with Microsoft Office Suite, Power Point, the Internet, Web 2.0 technologies, FOSSE support system, TN ABC license certified, and social networking capabilities; average typing speed of 70 words per minute.

## PROGRAMMING LANGUAGES

<i>HTML</i>	<i>CSS</i>	<i>JavaScript</i>	<i>Node.js</i>
-------------	------------	-------------------	----------------

## EDUCATIONAL ACHIEVEMENTS

- **Certification, Georgia Tech Trilogy Program (present)**  
Concentration: Full Stack Web Development
- **Masters of Arts, *University of Northern Iowa***  
Concentration: Leisure, Youth, and Human Services  
Awards: School Age Care Leadership Certification
- **Bachelors of Science, *Fisk University***  
Major: Art  
Awards: Departmental Honors and Presidential Scholar

## PROFESSIONAL WORK EXPERIENCE

**July 2016 – October 2018**

Courtyard by Marriott, Mount Juliet, TN

**Operations Manager, Operations Team Leader, Guest Services**

Provides excellent customer service to all hotel guests. Welcomes and acknowledges all guests according to company standards; anticipates and addresses guest service needs.

- Count and secure bank. Process all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges.
- Communicate effectively with other Courtyard Mount Juliet departments, and associates
- Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, changes, and cancellations; train new employees on FOSSE computer system.
- Identify and explain room features to guests; supply guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest.

**August 2017 – January 2018**

Rutherford County Schools, Murfreesboro, TN

**Classroom Teacher, Autism/SPED**

Provides support to the instructional program with specific responsibility for assisting in the supervision, care, and instruction of students with Autism and other developmental needs.

- Adapt classroom activities, assignments and/or materials as assigned by supervising instructional staff for the purpose of supporting and reinforcing classroom objectives.
- Monitor students during assigned periods within a variety of school environments including both 1-on-1 and embedded classroom routines for the purpose of maintaining a safe and positive learning environment; support student IEP goals.
- Participate in the determination, development, implementation and evaluation of behavioral, instructional, and/or curricular management for eligible students for the purpose of improving the quality of students' outcomes.

**September 2011 – January 2014**   Bleckley County and Dublin City Schools, GA  
**Classroom Teacher, Pre-K**

Developed and executed lesson plans featuring age-appropriate activities geared toward stimulating the interests of children. Cultivated a warm supportive environment for developing the emotional and social growth of students.

- Managed a structured, stimulating classroom with responsibility in all areas of teaching, assessment, behavior modification and coordination of academic and social activities.
- Planned, developed and instituted educational activities that promoted quality teaching which corresponded with state standards.

**October 2006 – December 2010**   Girl Scouts of Middle Tennessee, TN  
**Account Manager, Membership Extension Manager –**  
**Urban Market Project L.E.A.D. Program**

Successfully delivered a strong commitment in membership growth and retention, which resulted in the **Presidents' Award** for two consecutive fiscal years (2008–2009 & 2009–2010) based on increased membership and family contributions for the 1<sup>st</sup> time in individually assigned territory, Coffee and Moore counties.

- Extended 1300+ memberships from a combination of six counties within Middle Tennessee in 2010; directly impacted Family Contribution program donations with \$1100+ in monetary donations; collaborated with Membership Managers to support new fundraising campaigns; developed Project L.E.A.D training curriculum to award the Girl Scout experience to urban and rural areas of Middle Tennessee.