**Sherry L. Gray**

765 Orchard Street

New Haven, CT 06511

(203) 675-3834

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**OBJECTIVE**

To secure a position that will allow me to utilize my computer knowledge, strong interpersonal skills, organizational abilities and business experience.

**QUALIFICATION HIGHLIGHTS**

* Associates Degree in Business Management with a number of years in administrative and program management experience.
* Ability to quickly learn new software.
* Proficient in relevant computer applications such as:

Microsoft Office 00/03/07/Vista/XP-Word, Excel, PowerPoint, Outlook and Publisher.

* Cultural awareness
* Knowledge of business and management principles
* Proven track record to advance and succeed in positions with increasing responsibilities.
* Ability to adapt effectively under pressure in stressful situations/environments.
* Knowledge of general bookkeeping procedures, data-entry and office administrative management practices and procedures
* Detailed orientated
* Have the desire and ability to work with individuals and groups of varies backgrounds.

**WORK EXPERIENCE**

**Fresh Start Enterprises**

1027 Main Street, Bridgeport, CT 06604

*Office Manager /Accounts & Receivables Clerk*

*06/2011-Present*

*(30 Hours Max.)*

* Design and implement filing systems for payroll, receivable customers, vendors and employees
* Ensure filing systems are maintained and current
* Design and maintain billing system
* Responsible for billing and invoicing to all clients
* Reconciliation of accounts
* Handle customers inquiries and complaints received by fax, email, mailed, in person or hand delivered
* Investigate and resolve customer queries
* Organize orientation and training of new staff members.
* Review and submit all timecards and hours worked to the finance department
* Maintain allocation spreadsheets for all vendors and payroll transactions
* Responsible for all document revisions pertaining to training and new hires
* Prepare bank deposits
* Prepare operational reports and schedules to ensure efficiency
* Ensure security and confidentiality of all data
* Design and implement office policies and procedures
* Handle all other duties assigned to me in a precise timely manner

**Boys and Girls Club of New Haven**

253 Columbus Avenue, New Haven, CT 06519

*Program Specialist*

*07/2010-06/2011 (Seasonal/Temp 20 Hours max.)*

* Interacted in small group activities that increase awareness in core areas such as: Character & Leadership Development; Education & Career Development; Health & Life skills; The Arts and Sports, Fitness & Recreation.
* Maintained an open mind to issues pertaining to sexual assault, relationship violence, substance abuse, choice, race, gender, age, ability, and other cultural factors.
* Ensured that club goals are advocated and achieved
* Provided leadership for the agency’s strategic planning process.
* Identified and addressed program curriculum, training and development needs

**Empower New Haven, Inc.**

59 Elm Street Suite 410, New Haven, CT 06510

*Community Development Administrator*

*01/2004-07/2008*

*(40 Hours)*

* Planned, supervised, implement and evaluated all aspects of the Community Development Programs
* Budgeted and balanced revenues/expenditures for the $1.4 million overall program budget
* Directed all aspects of the organization’s Home Repair Program and its $750,000 associated budget
* Reviewed and coordinated compliance with contract provisions for several contractual projects
* Overseen the implementation and execution of several neighborhood projects
* Researched, prepared, and submitted grant applications
* Performed follow-ups through surveys, interviews and fiscal studies
* Acted as a liaison between Empower New Haven and varies state, municipal and community agencies
* Maintain continuous alignment of program scope with strategic contract objectives, and made recommendations to modify the program to enhance effectiveness toward outcomes and strategic intent
* Responsible and accountable for the coordinated management of multiple related projects directed toward strategic business, workforce, youth and homeownership as well as other organizational objectives

*Administrative Assistant/Program Assistant*

*03/2001-01/2004 Promoted*

*(40 Hours)*

* Acted in the capacity of office manager.
* Acted as the point of contact through all forms of communication eq. phone, internet inquiries, emails and walk-ins.
* Created charts and reports using MS Office (Excel, Word, PowerPoint, and Publisher).
* Prepared typewritten reports and correspondence
* Handled high call volume and re-direct calls to proper recipient
* Prepared monthly board packets
* Maintained appointment calendar for all staff
* Maintained office supplies and services
* Responded to routine internet inquiries in addition to daily copying, filing and mailing of office.
* Supported the $170,000 Loan to Grant initiative by counseling individuals on the home purchase process.
* Guided 133 people through an Individual Development Account (IDA) program: and financial literacy workshop.
* Helped a diverse population overcome the multiple barriers into homeownership such as:

Poor credit, limited savings experience and lack of budgeting skill.

**Liberty Community Services, Inc.**

245 College Street, New Haven, CT 06510

*Program Advocate*

*9/2001-04/2002*

*(Part-Time/Per Diem 20 Hours Max.)*

* Lead groups and taught life skill development
* Maintained strong knowledge of mental health and addiction diagnoses and mental health.
* Maintained full reporting documentation and record keeping.
* Maintained professional boundaries and ethics.

**EDUCATION**

**Albertus Magnus College**

Candidate for Bachelor of Sociology,

2012-2014

Pertinent Coursework: Social and Political Philosophy, Psychological Concepts, Math for Managers, Introduction to Finance, Applied Economic Theory and Leadership Studies for Business, Research Methods, Statistics.