

VICKIE EPPS

Winston-Salem, NC 27104

(336) 842-3118 - forsythtransportservices@gmail.com

PROFESSIONAL SUMMARY

Proactive Program director with proven skills in team leadership and training. Capable in overseeing daily residential operations, staff activities and schedules. Knowledgeable about best practices in special needs care and applicable regulations.

SKILLS

- Effective communication
- Budget Management
- Scheduling
- State Reporting Requirements
- Appointment transportation

WORK HISTORY

08/2020 to Current

Program Manager

Forsyth Transportation Services – Winston Salem, NC

Starting a new business in Non-Emergency transportation. Providing rides to customers to medical appointments. Coordinate with brokers, medicaid and private insurances.

May2016 to Current

Group Home Manager

Lindbergh Place – Winston Salem, NC

- Assisted staff with maintaining residents' health by scheduling medical appointments and arranging transportation.
- Helped individuals with moderate to severe developmental disabilities carry out daily living tasks by coordinating expert support.
- Communicated effectively with residents, staff and other stakeholders by listening, being respectful and promoting positive demeanor.
- Created all staff work schedules so each shift had appropriate number of employees for coverage.
- Protected clients' monies and property, including tracking spending and reconciling accounts.

10/0201 to Current

Program Director

Forsyth Payee Services – Winston Salem, NC

- Developed [Type] program from ground up, laying out framework and defining roles.
- Improved success of program by making proactive adjustments to operations.

- Resolved client issues quickly using conflict resolution and per centered, increasing customer retention rate.

EDUCATION

12/2014

Bachelor of Science: Human Services
Gardner Web University