**Monica Y. Brightmon**

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**CAREER OBJECTIVE**

Secure a professional position where my managerial, Coordinator and Social work background can be utilized in the companies’ economic success in a diverse manner. Demonstrate my personal and exceptional experience helping families in need.

**WORK HISTORY**

2012 – 2018  **City of Dallas- -** Office Assistant II, Coordinator/ Case Worker

2011 - 2012 **Stark Talent Temp Service - -** Data Entry, Coordinator I/ Medicaid Specialist I

2008 – 2011 **Ross Dress for Less - -** Assistant Store Manager – Project Management

**Experience**

* Performs advanced - level office functions including completion of difficult and complex clerical activities requiring judgment and independent decision –making, and resolves citizens’ needs and complaints
* Explains Home Repair Program requirements
* Receive Inbound calls daily as well as make outbound calls to verify information as needed
* Reviewing cases before assigned to LSR to ensure all required documents are turned in prior to case assignments
* Provide information, referral and case management services to disabled and elderly homeowners
* Interview citizens over the phone as well as in person daily
* Conduct home visits when required to assist homeowners with application process
* Responsible for open service request from citizens, code inspectors for home repair needs
* Responsible for assigning Homelessness RUA’s to inspectors daily
* Create case files monthly detailed HUD approved documents as well as FEMA MAPS for Environmental Reviews
* Create Delivery Orders to multiple vendors in the Advantage system to order building materials and paints for various volunteer projects
* Maintain individual ledger accounts to provide detail of financial transactions and payments to various vendors
* Maintains applicant’s information on spreadsheet for multiple programs as well as refer applicants to other government program for needs of the citizens
* Order and prepare all outreach material for myself as well as Caseworkers, Coordinator’s and Management.
* Review submitted documentation to ensure payment requests from vendors are processed in accordance with City of Dallas procedures and regulations.
* Prepares financial system transaction such as payments for services received or billing for services rendered to ensure accurate transaction recording and processing as well as work hand and hand with building inspectors
* Review contract change orders, supplemental agreements, contract addenda and a subcontractor’s changes, maintains file of current documents Research encumbrance numbers with vendor information as well as adding schedule of work while working hand and hand with inspectors
* Reviews submitted documentation from vendors/ contractors to ensure payment requests as processed in accordance with established procedures and HUD regulations
* Create and distribute all Contractor Applications for Home Repair Program
* Attend Training on a regular basis as well as train employees on CRMS and Sales force System as needed
* Plans and coordinates small events, provides specialized service to customers of City facilities or centers to ensure the success of the event and to encourage repeat business with the City, and ensures all contractual terms are in compliance with established policies and procedures.
* Coordinates, administers and monitors effective education and outreach programs on a variety of citizen needs and services. Develops plan to provide programs and services to the community. Solicits and prepares grants/funding applications to provide programs to the community
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* Screens applicants from database to select candidates with appropriate experience, education to qualify for written examinations for positions as well as scheduling testing
* Manage multiple projects and complete tasks accurately by specific deadlines
* Budget Preparation
* Prepared and Processed Payroll for employees in assigned departments to ensure payroll and employee records are accurate
* Reviewed employees work for quality as well as evaluated work performance; according to Policies and Procedures
* Maintained a filing system including establishing, updating, purging, and indexing to provide organization and retrieval of information
* Examine documents submitted by assigned departments for completeness, accuracy, reasonability of timeliness of personnel and payroll data in compliance with Ross rules and regulations along with state and federal law requirements
* Reviews new employee’s benefits eligibility to ensure enrollment is completed accurately
* Processed and performed entry for all employee’s actions including new hires, terminations, transfers, promotions, demotions, and other miscellaneous changes to employee data base
* Respond to special requests projects including problems investigation, researching issues, gathering and collecting data, and compiling statistical information to provide to staff management support
* Complete paperwork such as filling out forms, maintains records and files, prepares lists, and complies reports to provide accurate documentation of selection procedures and or/Ross administration
* Perform a variety of sales and customer service for retail, maintained inventory
* Processed customer sells and returns
* Obtain and verify complete insurance information, including the prior authorization process, copay assistance and coordination of benefits
* Obtain and verify insurance eligibility for services provided and document complete information in system
* Working knowledge of Medicaid, Medicare, Commercial and HMO payers.

**Education**

Certificate in Management –Supervisor – Cedar Valley College - Graduation: May 11, 2006

Certificate for Outstanding Coordinator – City of Dallas – Completion: February 6, 2018

Associate in Science Psychology Degree – Navarro College – Graduation: May 12, 2018

Enrolled and Attending Undergraduate School – Tarleton State University Fall 2018

**References Provided Upon Request**