

Korene Stuart

Miramar, FL 33023 • (305) 684-8986 • korene17@gmail.com

QUALIFICATIONS

- *Experienced Public Speaker, Facilitator, Trainer*
- *Exceptional Communicator*
- *Project Management*
- *Conflict Resolution*
- *Sales*
- *Social Media Marketing*
- *Adaptability*

TECHNICAL SKILLS

- *Trello*
- *Microsoft Office*
- *Email*
- *Salesforce*
- *AWS*
- *HTML*
- *CSS*
- *JavaScript*
- *JQuery*
- *Python*
- *PHP*

EDUCATION & CERTIFICATIONS

LAUNCHCODE, Miami, FL

LC101-C#, 2020

LC101-Java, 2019

BROWARD COLLEGE, Davie, FL

COURSE-Computer Programming 2018

FLORIDA INTERNATIONAL UNIVERSITY, Miami, FL

Bachelor of Science, International Relations 2011

PROFESSIONAL EXPERIENCE

Project Manager

JEFFREY LUBIN GROUP

January 2019-present

- Work in a fast-paced environment and execute events with competing priorities.
- Develop and manage event project schedule and timeline to ensure optimum efficiencies.
- Supervise a crew of up to 300 depending on the nature of the event.
- Train corporate clients in using event software.
- Assist in brand development for new clients.
- Partner closely with stakeholders to identify process improvements.
- Coordinate internal and client communication materials and timelines.
- Manage budget and ensure events stay within budget.
- Review cost, quality, and progress reports for each project.
- Contribute to winning new business and proposal creation.
- Create and manage social media publishing and content for all events.
- Establish and maintain public relations relationships with various governmental agencies(cities, counties, and municipalities), businesses and community agencies.
- Plan community events for purposes of networking.

Web Developer

STUART WEB SERVICES

January 2019-present

- Maintain websites and applications, including content updates, account administration, debugging, feature enhancements and documentations, testing and regular upgrades to ensure web security and system usability.
- Plan and execute projects by organizing scheduling and coordinating work assignments to achieve milestones and deadlines.
- Research new web technologies, including software and hardware developments and recommend purchases and changes in design, security and hardware.
- Creation of logos and graphics.

Field Interviewer/Lister

RESEARCH TRIANGLE INSTITUTE

Feb 2012-present

- Interview respondents for the National Survey on Drug Use and Health for the U.S. Public Health Service.
- Communicate with community managers, homeowner's associations, local police departments, etc.
- Independently develop strategy in ensuring budget and deadlines are met for every quarter.
- Gain cooperation from willing and hesitant respondents in completing the 45-minute to one-hour survey.
- Submit routine reports on progress and timesheets daily as well as weekly to supervisors.
- Assist in training new Field Interviewers and Listers.
- Communicate orally and in writing to supervisor weekly progress.
- Use maps to locate Dwelling Units.

Rewrite Sales Supervisor

SIMPLE HEALTH PLANS

Feb 2017-Nov. 2018

- Determined members' eligibility to enroll or change healthcare plans and other ancillary options.
- Trained and assisted team members to sell healthcare and ancillary products.
- Completed daily reports of applications that were delayed.
- Interacted with vendors and collaborated on resolving issues concerning clients.
- De-escalated conflicts with members and work to resolve in an expedite manner.
- Generated new sales opportunities by identifying new methods of outreach.
- Track daily performance and sales metrics.
- Revised and implemented new sales strategy plans.
- Provided a professional and excellent level of customer service with existing and new customers.

Claims Service Representative II

MUTUAL OF AMERICA

July 2015-Oct. 2016

- Process withdrawals, rollovers and other routine claims and administrative transactions.
- Perform simple research and resolve routine file and claim discrepancies.
- Prepare correspondence in response to routine client questions and concerns.
- Provide customer service to clients by telephone.
- Interact with different regional offices and collaborate on resolving issues concerning clients.
- Trained new Claims Service Representatives on protocols and assisted with acclimation.

Assistant Mgr. of Quality Assurance

U.S. DEPT OF COMMERCE

Oct 2009- Sept 2010

- Advised the Assistant Manager for Field Operations and Local Census Office Manager on compliance with pre-established quality assurance goals and procedures for all field data collection operation and made recommendations on actions.
- Acted as principal technical advisor on quality assurance aspects of field data collection operation in the Local Census Office.
- Worked with LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials.
- Interact effectively in situations where frequent changes, delays, or unexpected events arise that cause major shifts in priorities, timetables, or work assignments
- Coordinated hiring of workers to work strategically within the census territory.

- Conducted and oversaw group training sessions for 10-15 field supervisors, office supervisors, and office clerks using verbatim training guides in field operations procedures, supervision, and administrative responsibilities.
- Obtained donated space to hold various trainings and interview sessions
- Acted as a representative for the Local Census Office at various community events.
- Submitted routine reports on phase progress and completion.
- Held responsibility for applying EEO principles in hiring practices, training, and supervision.

Field Operations Supervisor

U.S. CENSUS BUREAU

Feb 2009- May 2009

- Oversaw the activities of the field personnel.
- Supervised a team of 8 crew leaders and more than 100 listers.
- Conducted and oversaw group training sessions for crew leaders and listers using verbatim training guides in field operations procedures, supervision, and administrative responsibilities.
- Completed the appointment process for crew leaders and listers during training sessions.
- Instructed trainees on completion of appointment documents and administered the Oath of Office making trainees employees of the Bureau of the Census.
- Monitored progress and performance of Field Operation district.
- Provided suggestions to crew leaders for improving production and performance and ensured quality standards and deadlines are met.
- Made and approved recommendations for disciplinary action up to and including termination for crew leaders and listers.
- Reviewed and certified payroll.
- Located donated space for training.

SERVICE EXPERIENCE

Core Team Technical Lead

BLACK GIRLS CODE

Nov. 2018-present

- Takes lead on overall team development with relationship building and project management.
- Establish long-lasting relationships with local businesses, organizations, and governmental agencies.
- Administrate the creation and publishing of relevant, original, high-quality content.
- Manage or oversee all social advertising campaigns for Miami chapter.
- Schedule and facilitate chapter meetings outside of the monthly core team call.
- Lead point of contact for planning and implementing workshops and enrichments.
- Organize the online virtual training with the curriculum lead.
- Facilitate the in-person tech instructor and classroom assistant training.
- Conduct in-person volunteer training, review slide deck, conduct live demo.