

CORE COMPETENCIES

Project Management
Project Planning
Project Implementation
Strategy
Strategic Planning
Leadership
Exec. Director
Management
Supervisor
Program Management
Budgets
Public Speaking
Analysis
Gateway BID
Customer Relations

TESTIMONIALS

"Not afraid to take the lead when called upon, and has a great ability to exceed the anticipated results expected of him."

EXPERIENCE

UNITED STATES SMALL BUSINESS ADMINISTRATION - Office of Disaster Assistance, Buffalo, NY
Disaster Customer Service Representative (Sept '16 – Present)

- Office of Disaster Assistance (ODA), SBA is responsible for providing affordable, timely and accessible financial assistance to businesses of all sizes, private non-profit organizations, homeowners, and renters following a disaster.
- Liaison between clients, pre-processing specialists, field operatives, loan officers, loss verification officers and legal team for different of the loan application and approval process.
- Corresponding with clients through email and phone while reviewing correspondence or reports for correct grammar and format
- Responsible for a variety of tasks including mail services, scanning and uploading documents, maintaining databases, responding to requests for information and establishing and maintain records

CREATIVE CHANNEL RETAIL, Inglewood, NJ
Project Analyst (Aug '16 – Mar '16)

- Functioned as liaison between clients and development team to analyze opportunities for business process improvements relating to the Commissions Administration and Reporting Systems
- Documented process work flows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
- Created business process descriptions, use cases, scenarios, source to target mappings, and workflow analysis

OPERATION HOPE, Bronx, NY / Westchester County, NY
Small Business Program Manager (Jun '13 – June '15)

- Assist small businesses affected by Hurricane Sandy in finding and completing the application process for funding as well as general access to capital. Develop Continuity of Operations Planning for Small Businesses
- Project Management:** Coordinating community seminars and presentations with private, public and nonprofit organizations to schedule outreach efforts to small businesses including conducting disaster recovery seminars
- Relationship Management:** Built and maintained trusting relationships with other non-profits organizations and government agencies to find and assist small businesses in need.
- Analysis:** Providing 1-on-1 and group technical assistance to small businesses including completing business plans, financial projections, required loan documents, sales and marketing, operation procedures, accounting records and tax filing
- Project Planning:** Organized Access to Capital events with the New York Federal Reserve, Brooklyn Borough President's Office and the Bed-Stuy Gateway BID
- Leadership:** Chairman, Small Business Committee, Brooklyn Long Term Recovery Group; Chairman, Small Business Committee, Brooklyn Borough President's Financial Literacy Council;

AFRICAN COMMUNITIES TOGETHER, Bronx, NY

Director of Business (Dec '14 – Present) - Volunteer

- Non-profit advocacy group focused on helping African immigrants find free or low-cost assistance with immigration, jobs, and other needs.
- Project Management:** Project lead, Immigrant business and NYC-SBS relationship improvement project; Initiated the creation and is member on the African immigrant relations board with the Mayor's Office of Immigrant Affairs leading to creation of a French language translation for the IDNYC program.
- Analysis:** Work 1-on-1 with current businesspeople and aspiring entrepreneurs to assess and resolves challenges including access to capital.

PAN-AFRICAN COMMUNITY DEVELOPMENT INITIATIVE, Bronx, NY

Director of Business (Dec '14 – Present) – Volunteer

- Non-profit organization designed to promote the financial security and independence of African immigrants and other disenfranchised communities in the Bronx, and to support the chartering of the Pan-African Federal Credit Union (“Pan-African FCU”).
- **Program Management:** Creating and developing the PACDI’s small business programs, including workshops, seminars, and outreach.
- **Policy:** Creating and developing all policy, procedures and protocols related to the small business program currently and eventually when the CDI becomes a credit union.

THE DOE FUND – RESOURCE RECOVERY, Bronx, NY

Operations Manager (Feb '11 – May '13)

- The collection and sale of used cooking oil as a source of funding for the agency and department in the rehabilitation of formerly incarcerated and drug addicted men.
- **Project Management:** Supervised the reversal of productivity allowing the department to become profitable and sold for 2+ million dollars; 18 mos. prior to arrival dept was operating with a deficit.
- **Strategic Planning:** Created & implemented aggressive growth strategy to combat regularly changing market dynamics
- **Analysis:** Helped define a complex business model with international tax, financial and legal implications to launch pilot.
- **Organization:** Developed communication protocols that improved vehicle care and reduced vehicle maintenance costs.

MECHOSHADE SYSTEMS, INC., Long Island City, NY

Project Coordinator/Database Operations Associate (Sep '07 – Jul '09)

- Shade manufacturing company which saw the creation of policies and procedures and a revision of processes to develop tools which led to a reduction in order lead time by 22% and errors by 26%.
- **Project Management:** Completed review of the New York Times Building project, the beginning of the Las Vegas City Center and the new Battery Park building for Deliotte and Touche.
- **Analysis:** Reviewed and diagnosed bottlenecks in the production process.
- **Project Implementation:** Implemented uniform reporting procedure which created seamless reporting between departments resulting in project efficiency.
- **Organization:** Created new reporting project team structure & redefined roles resulting in improved department efficiency
- **Process Improvement:** Developed new hire orientation program streamlining employee acclimation and productivity.
- **Excel & Quickbase:** Utilized excel skills to track project progress and self-taught Quickbase to allow for synchronized updating of supervisors and staff via dashboards.

ASG SOLUTIONS GROUP, Buffalo, NY

Collections Associate/Team Leader (Jun '05 – Jul '06)

- **Project Implementation:** Created and implemented new collection procedure that improved accounts receivable by 30%
- **Analysis:** Analyzed collection strategy and made recommendations to implement more effective policy which improved accounts receivable by 10%.
- **Leadership:** Provided management with new ways to improve team morale which resulted in consistently exceeding monthly team accounts receivable goal.

GENERAL MOTORS, Buffalo, NY

Site Planner (Sep '02 – Jul '03)

- **Performance Measurement:** Collected Streamlined project accountability by utilizing online technology to manage task verification and compliance.
- **Program Management:** Created new department reporting procedure to support quality review and maximize reporting accuracy.
- **Training:** Trained and oriented new project team members to eliminate redundancies and create team efficiency.

EDUCATION

NYC-Small Business Services – Coro Leadership Center, January 2015 – October 2015

Neighborhood Leadership Program

Relevant Coursework: Performance Management, Meeting planning, Active Listening, Team Building, Leadership Styles

Master of Business Administration, Niagara University – Major: International Business

BS in History, Niagara University

AS in Contemporary Black Family Studies, Niagara University