

CERTIFICATIONS

Project Management Professional (PMP) Project Management Institute	July 2024
Board Certified Diplomat American Board of Clinical Social Work	Sept 2023

LICENSES

Licensed Clinical Social Worker - Supervisor (LCSW-S) Texas Behavioral Health Executive Council	Dec 2023
Licensed Clinical Social Worker (LCSW) Virginia Department of Health Professions	May 2021

EDUCATION

Master of Science in Social Data Analytics and Research The University of Texas at Dallas, Richardson, TX	May 2026
Master of Social Work Virginia Commonwealth University, Richmond, VA	May 2018
Bachelor of Science Psychology and Sociology (Double Major) Virginia Commonwealth University, Richmond, VA	May 2014

SKILLS

Data Analysis: STATA, SPSS
Data Visualization: ArcMap
Additional: MS Office (Excel, Access, Word, PowerPoint, Outlook), Adobe

PROFESSIONAL EXPERIENCE

Program Manager (System Safety and Violence Prevention) Children's Health, Dallas, TX 75235	Oct 2024 – Present
<ul style="list-style-type: none">• Directs daily program operations, optimizing training schedules, tracking compliance metrics, managing inventory, and facilitating key stakeholder engagements to drive policy improvements.• Leads high-impact training sessions for 50-100 professionals weekly, delivering 20+ hours of interdisciplinary instruction to enhance workforce competency and safety readiness.• Develops and implements data-driven program enhancements, analyzing training metrics to refine instructional strategies and improve staff performance outcomes.	
Program Manager (Family Advocacy) United States Department of the Air Force, Sheppard Air Force Base, TX 76311	July 2021 – Aug 2024
<ul style="list-style-type: none">• Oversaw program delivery, ensuring services were effectively implemented, monitored, and aligned with Air Force objectives.• Supervised a multidisciplinary team, managing service delivery, and coordinating resource navigation for crisis management, urgent housing, and food insecurity.• Collected and analyzed quarterly program efficacy data from surveys and case closures, presenting findings to base leadership and senior stakeholders to drive program improvements.• Established partnerships with community organizations and external agencies, enhancing service coordination, streamlining referrals, and expanding comprehensive support for families in crisis.	

Clinical Social Worker

United States Department of the Air Force, Sheppard Air Force Base, TX 76311 June 2020 – July 2021

- Served as the Unit Training Officer, scheduled and tracked monthly training requirements, obtained compliance reports, and updated completion records for all behavioral health providers.
- Directed and oversaw the delivery of behavioral health services, ensuring effective program execution and compliance with military healthcare standards.
- Supervised mental health personnel, managing training initiatives, evaluating service quality, and implementing policies to optimize departmental operations.

Social Worker (Emergency Department)

Richmond Veteran Affairs Medical Center, Richmond, VA 23249 Aug 2018 – June 2020

- Served as the primary point of contact for managing complex psychosocial cases in the ED, coordinating care for acute crises, and ensuring seamless transitions to short- or long-term care.
- Partnered with interdisciplinary healthcare teams to implement alternatives to hospital admission, ensuring continuity of care and optimizing resource utilization for Veterans.
- Advised patients and families on advanced care planning, including guardianship, financial planning, and end-of-life care decisions.

PROJECT HISTORY

Patient Advocacy Program Evaluation

- Developed and implemented a digital tracking system, analyzing data from complaints, resolution times, and patient satisfaction surveys, with real-time updates, reducing complaint resolution times by 33% and improving overall patient satisfaction scores by 25%.

ED Discharge Planning Improvement

- Designed and executed a data-driven initiative to reduce social admissions in the emergency department by 33%. Developed a discharge checklist, collaborated with hospital leadership, and implemented new patient education strategies to streamline discharge planning and optimize resource utilization.

Expeditionary Support Mental Health Program

- Developed and implemented a mental health services for deployed personnel in Niger, ensuring accessibility to behavioral health support and reducing combat-operational stress reactions. Coordinated with logistics and engineering teams to establish a dedicated mental health facility, enhancing service delivery and improving mission readiness.

MILITARY EXPERIENCE

United States Air Force Reserves

May 2010 – June 2020

Human Resource Technician

- Led and supervised military personnel and human resource programs, ensuring compliance with Department of Defense regulations while optimizing personnel readiness

United States Air Force - Active Duty

June 2020 – Aug 2024

Clinical Social Worker/Program Manager

- Oversaw behavioral health programs while providing direct clinical services, including comprehensive mental health assessments, diagnosis, treatment planning, and risk evaluations.

Texas Air National Guard

Aug 2024 – Present

Clinical Social Worker

- Provides consultation to medical providers and leadership on behavioral health program implementation, ensuring readiness and service accessibility.