

# Proposal Presented By:



**REQUEST FOR PROPOSALS For**

## **Online Technical Skills Training**

**RFP # 2025-045**

About Us  
What we will Offer  
Proposed Offering Breakdown  
Budget Structure  
Conclusion  
Team Resume  
Certification Proof

P.O. Box 840323 Houston, Texas 77248  
Mother Daughter ISH- **WBE, MBE, PDBE**

## Introduction

Mother Daughter ISH is a City of Houston designated certified women owned entity who provides outreach and education and training and development services for personal and professional development services. Certifications are attached.

Our collective efforts with 17 team members allows us to serve diverse communities in multiple States. Collectively we have over 35 years of experience in all of the proposed virtual services we are proposing. Our enthusiasm comes from serving our community and witnessing growth in individuals.

We have established our community footprint in many communities by speaking, teaching, networking, partnering, contracting and connecting for the greater good of the community and its individuals. We are people oriented, community focused, and Texas born and bred!

Our lead trainer on the project will be Dawn D. Fobbs, CPC, CPE, and CEO of Mother Daughter ISH and the Co-Lead will be Aungelique P. Roberts, Community Leaders and CFO to Mother Daughter ISH. Dawn D. Fobbs has strong footprint in Texas as well as Globally. She has an expertise in Speaking skills, Grant writing, Training and development and Positive Mental Attitude development. Ms. Fobbs was commissioned for 18 years as a leadership development trainer with "The Napoleon Hill" Foundation. The 17 Success Principled she is an expert and teaches this globally. She speaks at CPS events, had a 10 year contract presenting on behalf of Houston-Galveston Area Council, Health & Human Services, Area Agency on Aging and USDA from 1996-2017). Dawn Fobbs was a call center Riner for a Fortune 500 Company (ARS) for a decade where she trained 47 women daily on work place environment and customer service skills training. Ms. Fobbs' apprentice has been Aungeelique Roberts, CFO for the past 15 years.

The overall goal from Mother Daughter ISH is to assist in building strong communities and help in the development of safe, positive, productive work places and spaces.

Some of MDI's memberships currently include, CyFair Chamber of Commerce, United Way Inter Agency Collective, Greater Houston Black Chamber and Houston Media Alliance. We are in good standing and have been active members for more than a decade. We currently offer 4 development presentations to Lone Star College in their Academy of Life Long Learning division since 2022 and 1 course on Grant writing bootcamp Cont. du for Katy ISD since 2016.

We have provided the listed proposed services in the following States/Countries. Texas Louisiana, Florida, Colorado, Utah, OKC, Arkansas, New Mexico, Alabama, Mississippi, Georgia, California, Washington State, Tennessee, S. Carolina, Canada, Indonesia, Ireland, Costa Rica, Mexico, a dozen Caribbean towns, and Asia in the past 27 years.

We have offered our services in Person, Virtually, 1-on-1, and in group settings. MDI does hold a CEU certification designation through Texas Education Agency #902-392 which allows us the ability to issue CEUs for any educational presentations and offerings. In 2024 we proudly issued over nineteen thousand CEUs in professional development, training, and specialized knowledge based topics.

This is really a Win-Win-Win solution for all parties involved. It is a win for the end user, a win for the employer and work peers, and a win for us as we take joy in the growth participation. Additional service we could offer is Leadership development coaching services for you top team members. We have 3 certified professional career coaches on our team.

MDI serves because it is a life passion, our team is congruent in goals for the community, and we have spent decades perfecting our craft(s).

**Here is what we propose to offer:**

MDI will offer what they are experts in which includes, Positive Attitude Building for Workplace Greatness, Career Mentoring Services for Mental Well-Being & Development, Workplace Efficiency & Productivity, Career Development & Leadership Training, Preparing professionals for advancement and leadership roles, Workplace Well-Being & Employee Engagement, Stress Management, Mindfulness & Work-Life Balance, Public Service & Community Engagement, Graceful and Professional Public Speaking & Advocacy for Government Employees, Grant Writing & Funding Opportunities – Equipping employees with skills to secure funding for public sector initiatives and community programs. With these well rounded virtual topics we will teach with expectations for positive change.

## **Proposal for Virtual Online Courses with CEUs Presented by Mother Daughter ISH**

### **Introduction**

Mother Daughter ISH (MDI) is pleased to propose a comprehensive virtual professional development program, offering online courses designed to enhance workplace productivity, employee engagement, leadership skills, and overall well-being. These courses will provide Continuing Education Units (CEUs) and serve as valuable resources for organizations and individuals seeking to improve professional competencies and workforce development.

### **Proposed Program Overview**

Our courses will be delivered in an enthusiastic and interactive virtual format, providing accessibility to employees across industries. Each course is designed to equip participants with essential skills that drive efficiency, engagement, and professional growth.

### **Course Offerings**

1. **Positive Attitude Building for Workplace Greatness** – Cultivating resilience, motivation, and a success-driven mindset.
2. **Career Mentoring Services for Mental Well-Being & Development** – Addressing workplace stress, career planning, and personal growth.
3. **Workplace Efficiency & Productivity** – Implementing best practices for maximizing output with minimal resources.
4. **Career Development & Leadership Training** – Preparing professionals for advancement and leadership roles.
5. **Workplace Well-Being & Employee Engagement** – Fostering an inclusive, healthy, and engaged workforce.
6. **Stress Management, Mindfulness & Work-Life Balance** – Teaching strategies to maintain professional and personal well-being.

7. **Public Service & Community Engagement** – Encouraging civic responsibility and social impact.
8. **Public Speaking & Advocacy for Government Employees** – Enhancing public speaking skills for presentations, policy discussions, and community engagement.
9. **Grant Writing & Funding Opportunities** – Equipping employees with skills to secure funding for public sector initiatives and community programs.

## **Here is a comprehensive breakdown on each offering proposed**

**(MDIs experience is listed)**

### **1. Motivation and a Success-Driven Mindset (30 yr. Exp.)**

This course empowers individuals to cultivate intrinsic motivation and a success-oriented mindset essential for achieving professional excellence. It focuses on setting actionable goals, overcoming self-doubt, and maintaining a positive outlook despite workplace challenges. Participants will explore how a success-driven mindset fuels resilience, adaptability, and ambition, leading to higher job satisfaction and performance.

**Workforce & Workspace Benefits:** A motivated workforce enhances productivity, fosters innovation, and reduces turnover. Organizations with success-driven employees experience improved morale and a results-focused culture. This mindset promotes proactive problem-solving and greater accountability, contributing to sustained organizational growth.

**Projected Outcomes:** Expect a **30% increase** in employee engagement scores and a **20% rise** in performance metrics. Success will be measured using pre- and post-course assessments, productivity tracking, and feedback sessions.

### **2. Career Mentoring Services for Mental Well-Being & Development (30 yr. Exp.)**

This course provides essential guidance on managing workplace stress, career progression, and personal growth. Through tailored mentoring, participants learn to navigate career paths while maintaining mental well-being. The course emphasizes building resilience, setting realistic goals, and balancing professional aspirations with personal health.

**Workforce & Workspace Benefits:** Mentored employees are more confident, engaged, and prepared for leadership roles. Organizations benefit from reduced burnout rates, higher retention, and a workforce aligned with strategic goals. Enhanced mental well-being also leads to improved team dynamics and overall workplace harmony.

**Projected Outcomes:** Achieve a **25% reduction** in workplace stress levels and a **30% improvement** in career satisfaction scores. Progress will be measured via mental health surveys, career progression tracking, and feedback from mentoring sessions.

### **3. Workplace Efficiency & Productivity (27 yr. Exp.)**

Focusing on optimizing workflows and resource management, this course teaches best practices for achieving maximum output with minimal effort. Participants will learn techniques such as time management, process optimization, and strategic prioritization, leading to enhanced individual performance.

**Workforce & Workspace Benefits:** Efficient teams complete projects faster, reduce operational costs, and improve service delivery. A productivity-focused workforce fosters innovation and drives organizational success. Streamlined processes also reduce errors and enhance job satisfaction.

**Projected Outcomes:** Expect a **25% increase** in output, a **20% decrease** in operational costs, and a **15% improvement** in project completion rates. Measurement will involve performance dashboards, KPI tracking, and qualitative feedback.

### **4. Career Development & Leadership Training (30 yr. Exp.)**

This course prepares professionals for advancement by developing essential leadership skills, including strategic thinking, emotional intelligence, and decision-making. It focuses on empowering individuals to pursue leadership roles confidently, fostering a culture of internal promotion and succession planning.

**Workforce & Workspace Benefits:** Leadership-ready employees reduce the need for external hires, lowering recruitment costs. Strong leaders enhance team performance, drive innovation, and ensure organizational agility. A leadership-focused culture fosters collaboration, knowledge sharing, and resilience.

**Projected Outcomes:** Anticipate a **40% increase** in internal promotions and a **30% rise** in employee engagement. Success will be measured through 360-degree feedback, leadership competency assessments, and career progression tracking.

## 5. Workplace Well-Being & Employee Engagement (32 Yr. Exp.)

This course promotes a healthy, inclusive, and engaged workforce by addressing physical, emotional, and social well-being. It includes strategies for fostering collaboration, improving morale, and creating a positive workplace culture where employees feel valued and motivated.

**Workforce & Workspace Benefits:** High levels of engagement result in increased productivity, lower absenteeism, and better customer satisfaction. A healthy workforce contributes to reduced healthcare costs and higher retention rates. Engaged employees become brand ambassadors, enhancing the organization's reputation.

**Projected Outcomes:** Achieve a **30% improvement** in engagement scores and a **20% reduction** in turnover. Outcomes will be measured through engagement surveys, performance reviews, and retention data analysis.

## 6. Stress Management, Mindfulness & Work-Life Balance (30 yr. Exp.)

Teaching effective stress management techniques, mindfulness practices, and work-life balance strategies, this course enhances overall employee well-being. Participants learn to recognize stress triggers, apply mindfulness techniques, and establish clear boundaries between work and personal life.

**Workforce & Workspace Benefits:** Reduced stress levels lead to lower absenteeism, improved focus, and higher job satisfaction. Mindful employees are more creative, adaptable, and better at conflict resolution. A balanced workforce is healthier, reducing burnout and increasing productivity.

**Projected Outcomes:** Expect a **30% reduction** in absenteeism and a **20% boost** in productivity. Measurement will include wellness surveys, productivity tracking, and retention data.

## 7. Public Service & Community Engagement (35 yr. Exp.)

This course encourages civic responsibility by teaching strategies for effective community engagement and social impact. Participants learn how to design and implement community programs, fostering stronger relationships between organizations and the public.

**Workforce & Workspace Benefits:** Employees skilled in community engagement enhance the organization's reputation and public trust. Socially responsible organizations attract top talent, improve stakeholder relations, and contribute to sustainable community development.

**projected Outcomes:** Anticipate a **25% increase** in successful community initiatives and a **20% rise** in stakeholder satisfaction. Measurement will involve community feedback, engagement metrics, and impact assessments.

## **8. Public Speaking & Advocacy for Government Employees (37 yr exp.)**

Designed to enhance public speaking skills for presentations, policy discussions, and community engagement, this course builds confidence and effectiveness in communication. Participants learn to structure compelling messages, engage diverse audiences, and advocate for public policies.

**Workforce & Workspace Benefits:** Effective communicators improve team collaboration, stakeholder relations, and public trust. Strong public speaking skills are critical for transparent governance and informed communities. Skilled advocates contribute to policy success and community well-being.

**Projected Outcomes:** Expect a **35% improvement** in presentation effectiveness and a **25% increase** in community engagement success. Outcomes will be measured through feedback surveys, stakeholder assessments, and performance reviews.

## **9. Grant Writing & Funding Opportunities (27 years exp.)**

This course equips employees with essential skills for securing funding for public sector initiatives and community programs. Participants learn how to write compelling grant proposals, identify funding sources, and manage grant projects successfully.

**Workforce & Workspace Benefits:** Skilled grant writers increase funding opportunities, reducing reliance on limited internal budgets. Securing grants enhances organizational capacity for community programs, boosting public impact and reputation.

**Projected Outcomes:** Anticipate a **30% increase** in successful grant applications and a **20% boost** in funded project completions. Success will be measured by grant approval rates, project impact assessments, and funding amounts secured.

## Projected Outcomes & Measurables

MDI aims to deliver measurable results through these courses, ensuring improved employee performance, satisfaction, and organizational success.

- **Increased Productivity** – Employees will develop skills to streamline workflow and eliminate inefficiencies, boosting productivity by an estimated **20-30%**.
- **Improved Employee Retention** – A stronger focus on engagement and well-being will reduce turnover rates by **15-25%**.
- **Enhanced Leadership Capabilities** – Participants will report a **40% improvement** in confidence and readiness for leadership roles.
- **Stronger Workplace Relationships** – Mindfulness and work-life balance training will contribute to a **25% increase** in positive peer interactions and teamwork.
- **Higher Funding Success Rate** – Government and nonprofit employees trained in grant writing will see a **30% increase** in successful funding applications.

## Benefits to Workforce & Workplace

By implementing this virtual professional development initiative, organizations will experience:

- **A more engaged and motivated workforce** with higher job satisfaction.
- **Reduction in workplace stress and burnout**, leading to a healthier work environment.
- **Improved leadership pipeline**, ensuring internal promotions and succession planning.
- **Enhanced efficiency in public service roles**, fostering stronger community relations.
- **Increased organizational funding opportunities** through grant-writing expertise.

## Budget & Fee Structure

To ensure the successful execution of this program, MDI has outlined the following costs:

- **Virtual Course Delivery:** Platform hosting, instructor fees, and technical support.
- **Instructional Materials:** Digital workbooks, handouts, and presentations.
- Occasional **Mailed Materials:** CEU certificates and supplemental printed resources for select courses.
- **Graphic Design & Marketing:** Professionally designed course materials, promotional content, and participant guides.
- **Props & Engagement Tools:** Any materials required for interactive exercises and role-play activities.
- **Operational & Administrative Costs:** Program coordination, customer support, and certification processing.

## Pricing Structure: Budget Overview

The cost per group session is **\$3,750** (regardless of group size), while **1-on-1 special services** will cost **\$475 per individual**. The operational budget will cover:

- **Virtual Platform Subscription and Management:** \$1,200 per year
- **Props and Graphic-Designed Materials:** \$1,500 per course (including visual aids, e-learning content, and branding)
- **Administrative Costs:** \$3,750 per session or \$475 per individual session (such as leadership coaching)(covering staff salaries, scheduling, and virtual platform moderation)
- **Physical Materials & CEU Certificates:** \$500 per course (including printing, packaging, and mailing costs for CEU certificates, handbooks, and workbooks)
- **Technical Support & IT Infrastructure:** \$1,000 per year (to maintain seamless virtual sessions)

This comprehensive program will deliver measurable impacts on workforce development, increasing productivity, employee satisfaction, and organizational growth, ensuring long-term sustainability and positive community engagement.

- **Group Sessions:** \$3,750 per session (unlimited participants).
- **One-on-One Training:** \$475 per individual session.

Organizations can choose multiple courses or a customized package to meet their workforce development needs.

## Conclusion

Mother Daughter ISH is committed to delivering high-quality professional development programs that enrich and create lasting impacts on workforce efficiency, employee satisfaction, and leadership growth. By investing in continuous learning through our virtual courses, organizations will cultivate a more resilient, knowledgeable, and productive workforce.

For further discussions on implementation, scheduling, and customization, please contact us at 832-885-2261, [contactmdishows@gmail.com](mailto:contactmdishows@gmail.com).

This proposal ensures a detailed, results-driven plan tailored for organizational growth and professional excellence. Let me know if you need any modifications!

Team, Mother Daughter ISH

(832)-885-2261

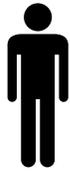
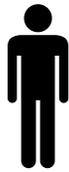
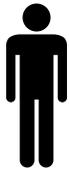
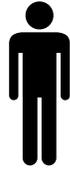
[contactmdishows@gmail.com](mailto:contactmdishows@gmail.com)

Dawn Fobbs, CEO

Aungelique Roberts, CFO

Payton Miller, Administrative Assistant

Mother Daughter ISH  
Team Resumes  
Organizational Chart



# AUNGELIQUE ROBERTS

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Houston, TX 77070 • 3469711313 • aroberts113@gmail.com

## Professional Summary

Pragmatic Assistant well-known for being hands-on dynamo with boundless energy to fulfill various tasks. Detailed team player with history excelling in fast-paced environments with little oversight and challenging goals. Offers top technical abilities and relationship-building skills.

## Skills

- Relationship building
- Financial advisory services
- Operations Training
- Skilled Multi-Tasker
- Customer Acquisition
- Offer Long term care for clients

## Education

**High School Diploma:** 06/2012

**Langham Creek High School** - Houston, TX

## Work History

**Rooms Operation Assistant,** 05/2022 to Current

**Marriott International** – Houston, TX

- Offers "White Glove Services"
- Proficient in billing inquiries and assists with raising hotel occupancy
- Demonstrates and promote quality control daily amongst front office team, housekeeping, and engineering departments
- Managed day-to-day department operations with effective workflow coordination.
- Assisted operations manager with planning of routine operations and special projects.
- Acts as a professional development officer for new hires

**Receptionist/Personal Assistant,** 05/2021 to 05/2022

**Sterling Staffing Solutions/Maceo Carter Investments**

- Improved billing accuracy through diligent verification of insurance information and resolution of discrepancies.
- Organized office inventory and supplies, resulting in an optimally equipped work environment for staff members.

- Collaborated effectively with interdisciplinary team members to ensure well-coordinated care for patients.
- Assisted with financial management tasks such as invoice tracking, payment processing, and account reconciliation leading to better budgetary control.
- Strengthened communication between patients and therapists by relaying important messages accurately and promptly.

**Customer Support Specialist, 01/2020 to 05/2021**

**Mr.Cooper/Nationstar Mortgage**

- Achieved high customer retention rate through exceptional relationship management and personalized service.
- Enhanced client trust in the organization through transparent communication and consistent delivery on commitments.
- Enhanced team productivity by mentoring junior mortgage specialists and sharing best practices.
- Managed a diverse pipeline of mortgage applications, prioritizing tasks effectively to meet deadlines consistently.
- Motivated and developed employees by creating incentives to encourage employees to excel and maintain low turnover rate.

**Office Administrative Assistant, 03/2010 to 01/2020**

**We Are Caring Hearts – Houston, TX**

- Created and updated records and files to maintain document compliance.
- Provided clerical support to company employees by copying, faxing, and filing documents, making travel arrangements etc..
- Facilitated clear communication between clients and management
- Managed, organized, and scheduled 20+ monthly client meetings
- Assisted in training staff members and new hires as well as resolve administrative problems, inquiries and retrieve documents
- Thoroughly trained new hires

# **Dawn D. Fobbs, CPC, CPE, CEO**

**Email:** dawndfobbs@gmail.com | **Phone:** 832-885-2261 | **Location:** Katy, Texas, Harris County

## **Lead Consultant, Advisor & Business Compliance Monitor**

Highly accomplished professional with extensive experience managing complex projects, meeting tight deadlines, and delivering high-quality results. Skilled in client acquisition, quality control, RFP review, strategic consulting, education, outreach, training, and public speaking. Over the past decade, successfully managed and operated over \$3.4 million in funds while supporting more than 100 small businesses across Texas, Louisiana, Mississippi, Alabama, Florida, Oklahoma, Arkansas, and California. Thrives in fast-paced environments, consistently exceeding goals with a strong sense of urgency. Dawn Fobbs is a certified professional business development coach and certified professional educator with provision through Texas Education Agency.

## **Core Competencies**

- Strategic Consulting
- Project Management
- Contract Analysis
- Client Relations
- Strategic Planning
- Multi-Location Monitoring
- Client Retention
- Staff Development
- Creative Problem-Solving
- Conflict Resolution
- Leadership

**With nearly 26 years contracting her expertise and building teams to serve, she helps companies and organizations exceed their goals along with a diverse and dynamic team of unique professionals.**

# Professional Experiences

## American Residential Services – Houston, Texas

### Call Center Supervisor (1994–2001)

Fortune 500 company providing nationwide home services, including HVAC, plumbing, and home repair.

- Supervised a team of 47 employees, ensuring efficient call center operations and customer satisfaction.
- Prepared detailed quality control reports and facilitated professional development initiatives.
- Delivered comprehensive customer service training and developed internal education and communication strategies.

## We Are Caring Hearts, CDC – Katy, Texas

### Chief Executive Officer (2001–2017)

Leading non-profit organization focused on youth and elder care, providing programs in nutrition education, health and wellness outreach, and resource referral services.

- Conduct senior consulting, monitoring, and compliance reviews to ensure program effectiveness and adherence to regulations.
- Spearhead outreach and education initiatives, grant research, and program development to expand organizational impact.
- Develop and deliver training programs for staff, overseeing onboarding, employee retention, and performance management.
- Manage annual budgets and community program development, fostering strong relationships with stakeholders.

## Mother Daughter ISH (WBE, MBE, PDBE)

### Mother Daughter ISH (MDI) – Katy, Texas

### Chief Executive Officer & Founder (2021–Present)

Outreach services company focused on empowering individuals and businesses through professional development.

- Develop and implement organizational strategies to enhance professional growth and outreach services.
- Lead initiatives to provide services such as grant consulting, training workshops, and mentorship programs.
- Oversee program development and service delivery, ensuring alignment with the organization's mission and objectives.

- Manage and allocate resources to optimize efficiency and impact.
- Foster strategic partnerships with community leaders, businesses, and stakeholders to expand MDI's reach.
- Supervise and mentor staff, promoting a culture of excellence and continuous learning.
- Conduct data-driven evaluations to assess program outcomes and identify areas for improvement.
- Spearhead public relations efforts, representing MDI at industry events and community forums.
- Handle financial oversight, including budgeting, funding proposals, and grant management.

### **International Ladies Of Purpose, A Non-Profit Corporation**

Founder (2022-Present)

#### **International Ladies of Purpose (ILOP), A Non-Profit Corporation – Houston, Texas**

##### **Founder & Lead Coordinator (2022–Present)**

Mission-driven organization supporting personal and professional development for women aged 45+, with a focus on wellness and strategic growth.

- Designed and implemented programs aimed at empowering individuals through personal and professional development coaching.
- Organized wellness retreats and mental health workshops to enhance emotional resilience and holistic well-being.
- Facilitated workshops on business strategies, compliance reviews, and organizational development.
- Partnered with community organizations to deliver impactful resources and tools for women's growth and leadership.
- Provided strategic guidance for elevating business performance, including goal setting, operational planning, and skill-building.
- Coordinated event planning and outreach to expand ILOP's mission and community engagement.
- Oversaw compliance reviews to ensure adherence to regulatory and ethical standards.
- Managed all aspects of program execution, from design to evaluation, to achieve measurable outcomes.

## **EDUCATION & NOMINATIONS**

HOUSTON COMMUNITY COLLEGE SYSTEM (DTWN), HOUSTON TEXAS - 1994-1996

University of Phoenix, Houston, Texas- 2003-2004

Booker T. Washington High School for Engineering, Houston, Texas - Graduated 1992

Nominated- Coach of the Year by....Comprehensive Coaching U, Inc. 2011

International Coaching Academy (2008-1009)

## **DEMONSTRATIONS OF LEADERSHIP**

**\*CERTIFICATIONS, AWARDS AND PROFESSIONAL COMPLETIONS\***

\*Fobbs is a designated Texas Education Agency, Certified Professional Educator (CPE) #902-392\*  
Texas Early Care and Education Career Development- Tx, Head start State Collaborative Houston Area

Association for the Education of Young Children- Train the Trainer, UTHSC

### **Additional Certifications....**

Baylor University- chronic disease trainer Baylor University- Diabetes trainer

International Certification Board of Clinical Hypnotherapy (ICBCH), Cert. NLP Practitioner Texas

Southern University, Haaeyc Leadership trainer

Texas Department of Aging & Disability- Certified Ombudsman, Texas Alzheimer Association, Certified  
Fall Prevention Lead Trainer

Prevent Blindness America, Eye Disease Education trainer

Certification ID # 6491, Center for health care profession "Aging and Disability" coordinator

Community Council on Aging- Medicaid and Medicare Benefits Councilor, Texas Texas Department of  
Aging, Certified on Program Integrity

Macklin Intergenerational Institute, Ohio Dept. of Aging, Certified Xtreme Aging Expert Alzheimer

Association, Certified in Foundations of Dementia

Napoleon Hill Foundation, Certified in Positive Leadership

Girl Scouts of San Jacinto Council, Certified Train the Trainer

Texas Youth Tobacco Council, Texas Dept. of State Health Services, Certified Instructor Peak

Potentials, Certified Train the Trainer Leadership Speaker

### **In addition.....**

Since 1996 Dawn D. Fobbs has contracted her outreach, education, and leadership services to  
Houston Galveston Area Council, Area Agency on Aging, Texas Department of Agriculture, Health and  
Human Services, more than 300 children and Adult licensed facilities and Charter Schools in Texas.

# Paiton Miller

## PROFILE

Attentive Agent with excellent work ethic and a positive demeanor. Polished in attending to customer needs with efficiency. Organized and dedicated with 4+ years of hands-on experience in customer service roles. Great team player and partner with fellow colleagues, open and constructive communication to ensure a consistent and exceptional experience. Excellent work ethic and a positive demeanor; Polished in attending to customer needs with efficiency. Organized and dedicated professional, building long-term loyalty with unparalleled service.

## EXPERIENCE

THE POST OAK HOTEL AT UPTOWN HOUSTON; FRONT DESK AGENT/ OVERNIGHT AUDIT AGENT; MAY 2023- DEC 2024

Execute business strategies aimed at stimulating profit growth, increasing brand awareness, maximizing guest satisfaction, and elevating the company's reputation. greeting guests, managing check-in/check-out procedures, answering phone calls, handling inquiries, providing information about hotel amenities, coordinating services, maintaining the reception area, and ensuring a positive guest experience, all while upholding a high standard of luxury service expected at a high-end hotel like The Post Oak. Working the overnight shift at the Post Oak, I was primarily responsible for verifying and balancing the day's financial transactions, including guest room charges, reconciling accounts, generating reports, and providing limited guest services to late-arriving patrons while maintaining a high standard of customer service.

APPLE; SEASONAL SPECIALIST; SEPT 2023- FEB 2024 (TEMP.)

Enriching lives by, uncovering customers' needs, then following through with enlightening solutions. I Provided guest-facing workshops training consumers on the different functionalities on all Apple products. Met and achieved sales metrics within the Specialist role providing customers with a full solution experience, focusing on identifying needs; Established effective knowledge, support, and best practices to move into a Mentor role, while providing opportunities to facilitate growth and development.

FRONT DESK AGENT/TEAM LEAD; THE WESTIN HOUSTON MEDICAL CENTER; FEB 2022-APRIL 2023

Performed all check-in and check-out tasks, Manage online and phone reservations, Inform customers about payment methods and verify their credit card data, Register guests collecting necessary information (like contact details and exact dates of their stay), Welcome guests upon their arrival and assign rooms, Provide information about our hotel, available rooms, rates and amenities, Respond to clients' complaints in a

timely and professional manner, Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs, Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests, Upsell additional facilities and services, when appropriate and Maintain updated records of bookings and payments.

## **EDUCATION**

UNIVERSITY OF HOUSTON 2022-2026

BS in Hospitality- Hilton College of Hospitality

## **KEY SKILLS**

- Overnight PMS skills
- Multi-line telephone skills
- Security screening
- Meticulous and organized
- Record keeping and bookkeeping
- Housekeeping
- Microsoft Office Specialist Certified
- Service-oriented mindset
- Room blocks
- Professional and polished presentation
- Correspondence management
- Document control
- Technologically savvy
- Data entry
- Multitasking and prioritization
- Credit Card Payment Processing
- Creative Problem Solving
- Understanding Customer Needs
- Verbal and Written Communication
- Upselling Products and Services
- Order and Refund Processing
- Efficient and Detail-Oriented
- Calm and Professional Under Pressure
- Meeting Sales Metrics
- Building Customer Trust and Loyalty

- Responding to Difficult Customers
- Strong Analytic skills
- Customer Retention Strategies
- Upbeat and Positive Personality

#### **REFERENCES**

Shalara Mumford- (713) 376 7031; Previous employer

Dawn Fobbs- (713) 515 0203; Previous employer

Joshua G. Scott  
Salt Lake City, Utah 84102  
[ohthatsjosh@icloud.com](mailto:ohthatsjosh@icloud.com)

**ARS Rescue Rooter, Recruiter Salt Lake City, UT**

Nov 2022 – Sept 2023 Current 40hrs per week

- Established recruiting strategies designed to identify qualified candidates through various recruiting tools
- Served as main point of contact in Utah and Colorado for job opportunities
- Evaluated candidates' strengths compared with hiring managers' requirements through evaluation and screening
- Developed a pool of qualified candidates.
- Used internet sourcing and employee referral program leads to recruit candidates
- Proposed approaches to alternative sources of applicants to fill open positions.
- Posted positions to appropriate sources, internally and externally
- Resume mined
- Assisted Human Resources Department

**Salt Lake County Human Recourse, Technical Recruiter Salt Lake City, UT**

February 2021 – Nov. 2022 40hrs per week

- Provided full life cycle recruiting, screening, interviewing, and maintaining relationships with potential candidates, preparing, and updating resumes, submitting candidates, and negotiating rates/salaries
- Served as main point of contact for Salt Lake County for job opportunities
- Used ADP's and iCIMS Applicant tracking Systems (ATS) to qualify candidates for jobs requisition.
- Utilized various tools including the WEB and social media to attract passive and active technical candidates from diverse communities
- With agency leadership, develops technical job requirements across all County functions
- Attended recruiting related events and provides information on the County's policies, benefits, and available opportunities
- Screens candidates conducts interviews and presents candidates to agencies
- Built and maintained strong agency and candidate relationships
- Interviewed technical applicants and gathers information regarding professional experience, education, and salary/rate history
- Coordinated interviews with agencies and provides follow up feedback
- Maintained applicant tracking systems, tracking all candidate activities, including call logs, availability, submittals, and status updates
- Extended formal offers and provides follow up details for new hires

**Salt Lake County's Health Department, Salt Lake City, Utah — *Case investigator/COVID Contact tracing***

August 2020 – February 2021 40-50hrs per week

- Conducted case interviews with care to protect confidentiality and to conduct contact tracing without disclosing the identity of the client
- Explained in plain language, the medical terms and concepts associated with COVID-19 regarding exposure, infection, infectious period, symptoms of disease, pre-symptomatic and asymptomatic infection, types of tests used to diagnose infection, and available prevention and control interventions (e.g., isolation/quarantine, social distancing, environmental surface cleaning)
- Located and communicated with clients and contacts who may be difficult to reach or reluctant to engage in conversation
- Helped clients and contacts identify any needs they may have for social support during self-isolation/self-quarantine

**VISTA Staffing Solutions, Cottonwood Heights, Utah — *1099 Advance Practice Medical Recruiter***

June 2019-August 2020 40hrs per week

- Worked in a team-based setting using a variety of marketing sources to find, recruit and place providers on client assignments
- Served as point of contact for nationwide job opportunities
- Negotiated the recruitment, interviewing, contracting, and assignment of providers
- Established and maintained communication and rapport with providers to create a plan for them, consult with them on their options, and keep them informed throughout the process
- Developed and execute marketing strategies to create new business and support existing business

- Recruited staffing for medical facilities around the United States
- Engaged with medical providers via phone and email to assist during the on-boarding process of sites
- Qualified lead candidates for job opportunities. Contacted professional references of the provider to ensure the provider is an appropriate candidate
- On average of 50 calls per day to increase provider leads

**ARS Rescue Rooter HVAC & Plumbing Services, West Valley City, Utah — *Dispatcher***

December 2018-June 2019 40hrs per week - *Transferred from Houston region to Salt Lake region for personal reasons.*

- Provided positive customer relations in support of service operations and resolve customer service issues
- Requested and secured work permits for large plumbing jobs in different cities along the Wasatch Front
- Scheduled city inspections of placed sewer lines

**ARS Rescue Rooter HVAC & Plumbing Services, Houston, Texas — *Store supervisor***

January 2017-December 2018 40hrs per week - *Transferred to region to Salt Lake region for personal reasons*

- Recruited and interviewed new candidates through job boards (Indeed, LinkedIN)
- Interviewed, hired, and maintained relationships with potential candidates, and negotiating rates/salaries
- Supervised ARS sales representatives at 9 of 27 Home Depot branches in Houston area
- Traveled throughout Houston to support sales representatives
- Set up training courses and trained new sales representatives in product knowledge, approaching customers, and scheduling appointments for any HVAC and plumbing needs

**PINTO RANCH, Houston, Texas — *SALES ASSOCIATE***

January 2016- January 2017 40hrs per week

- Used sales techniques to provide customer service in an airport storefront setting
- Gained knowledge on “Southern/Western” clothing culture by attending out of town training at boot factories to further sales skills to increase boot sales
- Gained airport clearance through a thorough background check

**ZUMIEZ Houston, Texas — *SALES ASSOCIATE***

October 2012- January 2016 40hrs per week

- Maximized personal & store sales results through selling, maintaining & covering zones
- Provided customer service utilizing selling techniques
- Organized & presented merchandise based on different techniques to increase sales
- Provide customer service & prevent loss through awareness of assigned sections

**EDUCATION**

Salt Lake Community College, Salt Lake City, UT — *Business Major*

August 2020 – Current

BLINN COLLEGE, Brenham, TX — *Biology major, Education minor*

2014-2015

**SKILLS**

- Four years of recruiting experience

- Nine and a half years of customer service experience
- Persuasive, influential, and professionally persistent
- Strong interpersonal and written communication skills and ability to communicate in a professional manner
- Strong organization and time management skills
- A creative thinker who likes to think "outside the box"
- Capable of utilizing a variety of channels, including Internet sources, databases, and social media/networking to their fullest capacities
- Goal-driven with ability to thrive in a fast-paced environment
- Sales experience in the healthcare industry or equivalent environment, with a proven track record of meeting and exceeding goals

# Saivonne Miller

Houston, TX

[saivonnemiller@outlook.com](mailto:saivonnemiller@outlook.com)

346-280-1557

Authorized to work in the US for any employer

## Work Experience

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### **Package Handler**

Fed Ex Ground - Katy, TX

March 2018 to Present

I've been working for FedEx Ground for over a year now. The job is fun but a little aggravating. I load boxes in a trailer that are send to certain designations. Go in at 5:30 (Sometimes 6:30, even 7:00 pm )You only get 4-5 hours a day AT BEST, which i cant live too well off of. Need something that i can work hard in with good pay and good hours

### **Runner**

Studio Movie Grill - Katy, TX

October 2017 to March 2018

I Started October 28 , 2017. I quit due to terrible pay and coworkers. The hours were high but the pay was very low

## Education

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### **High school or equivalent in Arts**

Langham Creek High School - Katy, TX

August 2017 to June 2018

## Skills

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Teamwork (1 year)

## Certifications/Licenses

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### **Driver's License**

May 2018 to December 2021

## Additional Information

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I hope you keep me in mind for hiring to be apart of your team.

I've recently just left my senior year of High School, and I've been on the hunt for the perfect job. I would love to be apart of a team to build success and relationships in the company. I'm available at any time of the day.

I consider myself a dedicated worker. I can work continuous hours on end with a vast amount of energy. Especially when considering a team that encourages others around them. I rarely get sick throughout the year, so I don't believe I'll take too many sick days. I also hate to be late, even to class in school, so I can guarantee early arrival on my part (Unless there's a difficult situation, in which case I'll call in to explain). I consider myself responsible for my own actions, so when I make mistakes unknowingly, expect an immediate correction.

I think the skills and characteristics i possess can be an excellent addition to your team and I'm excited to see the results of this application, considering the chance to work with you.

If you would like to talk with me or schedule an interview, please call me at 346-280-1557 Thank you for your consideration.

Sincerely,

Sai'vonne Miller

# Jaylon Gilkey

## PROFILE

Seasoned & committed individual equipped with excellent communication skills and consistently maintains detailed logs of important events. Skilled in problem-solving and conflict resolution with knowledge of security enforcement. Trustworthy and committed to honest interactions with supervisors, employees and customers. Successfully remains calm in high-pressure situations and interactions with difficult individuals.

## EXPERIENCE

SECURITY GUARD, HARRIS COUNTY TOLL ROAD AUTHORITY, HOUSTON, TX- SEPT 2021 – APRIL 2023

- Addressed problems quickly and reported clear information while working under minimal supervision.
- Followed established security and safety procedures and posted orders to include enforcement of company rules, policies and regulations.
- Investigated reported incidents to protect company assets.
- Guarded restricted areas to prevent unauthorized entry.
- Monitored premises and recorded activity in daily officer reports.
- Reported safety hazards for remediation response.

CAR SALESMAN, CREDIT SOUTH, MEMPHIS, TN – MAR 2020 - PRESENT

- Followed up with customers to build long-term relationships and successful referrals.
- Greeted customers at arrival to build positive relationships and discuss vehicles.
- Managed sales negotiations and financing options.
- Showcased vehicle features and took customers on test drives in local area.
- Collaborated with prospective customers over phone and email to schedule sales appointments.
- Analyzed customer needs to make suitable product recommendations and demonstrations.
- Consistently exceeded quotas by pursuing and closing sales.

MATERIAL HANDLER, FED EX, MEMPHIS, TN, – FEB 2018- MAY 2020

- organized warehouse inventory according to warehouse plan.
- Utilized forklift to move inventory items.
- Scanned and documented freights and assigned appropriate marking labels with identifying information.
- Used boards and pallets to stack freight at designated locations.
- Loaded materials into vehicles and installed strapping, bracing or padding to prevent shifting or damage in transit.
- Recorded numbers of units handled or moved on daily production sheets or work tickets.
- Entered shipment details into database.
- Kept up to date on safety procedures and correct lifting techniques to prevent injuries.
- Used scanners to track parcel information, condition or receipt.
- Coordinated cargo unloading with other workers to achieve efficient and safe transportation. Education

SALES ASSOCIATE, FOOT LOCKER, MEMPHIS, TN, – AUG 2017- JUL 2018

- Helped customers find specific products, answered questions and offered product advice.
- Engaged customers in friendly, professional dialogue to determine needs.
- Collected payments and provided accurate change.
- Worked with fellow sales team members to achieve group targets.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Developed trusting relationships with customers by making personal connections.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Assessed customer needs to provide assistance and information on product features.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Received and displayed product shipments on store retail shelves upon delivery.

## **EDUCATION**

Southwest Tennessee Community College – Some College in nursing

High school diploma

## **SKILLS**

- Security Procedures Knowledge
- Vigilant and Watchful
- Premises Surveillance
- Incident Reporting
- Professional Demeanor
- Detail-Oriented
- Verbal and Written Communication
- Team Player
- Customer Service
- Cooperative Attitude
- Honest and Ethical
- Reliable and Responsible
- Data Entry
- Active Listening
- Shipping and Receiving
- Freight Labeling
- Problem Solving
- Loading and Unloading
- Physical Strength and Stamina
- Problem-Solving
- Cargo Securing
- Relationship Selling
- Upselling Techniques
- Merchandising Knowledge

## **REFERENCES**

# DeVonna Willis

510-499-8180 • [devonnawillis@gmail.com](mailto:devonnawillis@gmail.com)

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## PROFESSIONAL SUMMARY

An accomplished and talented professional with a comprehensive background in business development, customer service, client success, retention, event planning, and personal banking. Provides administrative support and performs business development, customer success, and project management with interoffice skills.

- Leadership / Mentor Initiative
  - Self-Motivated
  - Performance-Focused
  - Analytical
  - Solution-Oriented
  - Exemplary Communication
  - Entrepreneurial
  - Engaging / Energetic
- 

## PROFESSIONAL EXPERIENCE

### **Marriott International**

#### **Event Specialist**

**03/2023-Current**

- **Winner of the 2023 2nd Quarter Crafting Brilliance Award**
- **Winner of the Wonderful Host of the Year - Front of House**
- Planned and executed a diverse range of events, including corporate meetings, conferences, product launches, trade shows, and social events, ensuring all aspects met client expectations and company standards
- Collaborated with cross-functional teams, including marketing, sales, and operations, to align event objectives with overall business goals and enhance brand visibility.
- Utilized project management tools and software to track timelines, milestones, and deliverables, ensuring events were executed within scope, budget, and schedule.
- Increased sales and revenue by creating upsell opportunities and marketing events.

### **Fyrn**

#### **Account Manager**

**06/2021 - 12/2022**

- Built rapport and maintained open lines of communication with interior designers, architects, and homeowners to provide outstanding customer service on multiple sales and CRM platforms.
- Discovered interior designers to work with and make cold contact to build relationships and teach about Fyrn.
- Assist in forecasting meetings with the Marketing Director, Production Managers, and CEO at Fyrn to be sure all deadlines were met.
- Converting 85% of quotes into sold orders within 2 months.

### **Cheetah Technologies**

#### **Retention Specialist**

**09/2019 – 03/2020**

- Managed a portfolio of 70 high-profile SAAS accounts in the Bay Area and Los Angeles.
- Retained 100% of accounts while also earning the business of other locations and referrals from neighboring restaurants.
- Increased consumer spending by over 30% per transaction by procuring specialty products and introducing comparable products.
- Built rapport with restaurant owners by learning shopping habits and forecasting future needs for holidays or busy weekends.
- Interacted with the procurement team, account managers, and CEO during company expansion into new regions.

## **Patelco Credit Union**

### **Senior Member Services Representative**

**09/2017 – 09/2018**

- Processed over 150 customer transactions daily. Verifying personal and financial information for fraud prevention and identifying cross-sell or referral opportunities.
- Educated members on money management and best practices to keep their funds and personal information protected.
- Provided education on how to use online banking and other services available.
- Received perfect 10/10 scores on every member satisfaction survey received.

## **Bank of America**

### **Personal Banker**

**07/2014 – 08/2015**

- Achieved sales goals at 106% of quota by learning customer's financial priorities, curating a package of products to meet specific needs while forecasting future needs and following up to set appointments to help achieve financial goals.
- Resolved complex banking issues like fraud and identity theft for customers and restored trust in the company while also providing education on prevention.
- Referred customers who were ready to buy, refinance or pull equity to the Mortgage Loan Officer.

## **J.P Morgan Chase Bank**

### **Personal Banker**

**06/2009 – 08/2011**

- Improved branch sales and Performance Levels by coaching tellers and developing a system of communication to alert unoccupied bankers of sales opportunities.
- Filed fraudulent activity claims with back-office so affected customers could have stolen funds returned and faith restored.
- Initiated new student checking, credit card, and student loan relationships by setting up marketing booths at nearby college campus and mentoring other young adults on responsible spending and saving techniques.
- Offered Notary Services to all Chase customers and bonded notary in Washington until August 2013.

## **American West Bank**

### **Universal Banker**

**08/2008 – 04/2009**

- Opened checking, savings, CD, and all revolving lines of credit for customers.
- Participated in community events to show company support for the Palouse Farming Community.
- Contributed to the branch passing semi-annual audits by performing operational support and reviewing documents like the Overdraft Report and the accounts opened the day prior.
- Employed marketing strategies to increase CDs opened, resulting in the deposit base growing by 42%.
- Assisted loan officers schedule loan closings by collecting information, paperwork from title companies, and fund loans.

## **Wells Fargo Bank N.A.**

### **Operations Supervisor / Lead Teller**

**08/2006 – 10/2007**

- Performed bi-monthly random cash drawer counts on all teller drawers.
- Ensured all tellers and bankers followed all policies and regulations.
- Completed overrides to tellers with transactions outside of their limits.
- Served as a multi-functional support for the teller line and bankers.
- Bypassed all sales goals and coached struggling tellers to success by sharing the tools and resources contributing to overall success.

KEANNA RANDLE

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281-662-5986 · keanna101@yahoo.com

#### EDUCATION

Illinois Central College, Peoria, IL 2012  
Associate's Degree in Early Childhood Education

Prairie View A&M 2022  
Currently Enrolled for Bachelor's Degree in Social Work

#### ACCOMPLISHMENTS

National Leadership and Service Award  
Who's Who Among American High School  
Students Award  
Community Service Award  
Upward Bound

#### SKILLS

Computer skills: Microsoft Office, Windows  
General office skills: Phone, Fax, Copy  
Detail oriented  
Effective communication skills  
Time management  
Team player  
Reliable  
Fast Learner  
Dedicated

#### EXPERIENCE

Paraprofessional-In Class Support- Aragon Middle School; Houston/ TX 2022/Present  
Duties Include: Assist teacher with lessons and daily classroom activities  
Assist teacher with paperwork such as reports  
Communicate with children and help them understand lessons  
Prepare the classroom setting to promote a healthy learning environment  
Ensure classroom safety standards are met at all times  
Monitor children with particular attention to those with special needs  
Engage with children to enhance learning  
Perform clerical tasks as required.

Care Giver — Addus Home Care; Peoria, IL — 2020/2022  
Duties include: Assist residents with activities of daily living, including bathing, dressing,  
grooming, toileting, transferring and getting to and from activities, and meals according to the

References available upon request

KEANNA RANDLE

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individual service plan. Encourage residents to operate independently. Serve meals to residents and assist in preparing meals following pre-planned menus. Encourage residents to eat a proper diet and take adequate fluids while respecting the resident's right to free choice. Record and report changes in resident's eating habits to the supervisor. Participate in leisure activities provided for residents as described in the activity calendar. Promote social skills with residents by encouraging participation in planned activities or programs to maintain and develop healthy friendships with other residents. Maintain resident's records in accordance with company policy and procedure. Document medication distribution as applicable, leisure activities, incidents, and observations. Report any changes in resident's physical condition and/or behavior. Observe and report the health and emotional condition of each resident, and promptly report all changes to the supervisor. Assist residents with medication as defined in medication procedure. Also, assist or supervise residents who self-administer medications. Follow physician orders and state laws to administer medications to residents who cannot self-administer their medications. Exhibit understanding of and follow medication policies and procedures. Maintain a clean and safe environment for the residents. Perform general housekeeping, and follow cleaning schedules for resident laundry, bedrooms, dining area, living space, bathrooms, kitchen, and other areas. Follow proper procedures in emergency situations and responds promptly to resident requests for assistance. Be aware of location for each resident, remind them to sign out when they leave the building, and notifies the supervisor immediately if unable to locate a resident. Encourage teamwork through cooperative interactions with co-workers.

Preschool Director — Christ Lutheran Preschool Peoria, IL — 09/05/2020- 2022  
Duties include: Train and supervise the Preschool staff by holding regular meetings and assisting in the classroom when necessary. Plan, organize, coordinate, and promote professional development, training, and staff meetings. Plan, direct, and manage the overall function of the preschool, including the daily schedules, communications, programs, curriculum, professional staff, and other activities. Communicate with parents and staff, prospective families, and the Church Congregation to promote understanding and support for the Preschool's ministry. Manage Preschool advertising and student recruitment. Actively participate in the leadership team of the Church's Preschool Committee. Maintain, develop, or modify policies for Preschool operations, emergency procedures, and behavior management. Manage all aspects of student admissions with the Financial Administrator and/or Church Council. Develop an operating budget and generate activity and financial reports. Adhere to the state and federal requirements related to the Preschool operations, including the ability to obtain CPR and First-Aid.

Lead Preschool Teacher — Christ Lutheran Preschool Peoria, IL — 08/08/2019-Present  
Duties include: Design yearly curriculum and, research best practices and new methods for educating young students. Devise new and creative ways to help students develop social skills and intellectual abilities. Implement proper discipline when students are behaving poorly.

References available upon request

KEANNA RANDLE

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Create and manage the daily schedule of events and activities. Meet with parents to discuss the progress of students. Administer first aid as needed. Address and resolve emergent situations.

Lead Toddler Teacher — Myah's II Learning Center Peoria, IL — 4/22/2018-08/2019

Duties include: Responsible for organizing appropriate activities. Provide learning opportunities through play. Comfort and supervise students. Adapt daily routines to meet the interest and needs of the students.

Administrative Assistant — Compliance Review Services — 12/2017-10/2018

Duties include: Assist with clerical duties involving faxing memos, answering phones, escorting clients, booking appointments, processing mail, assisting with class registration, etc. Maintain efficient office operations. Assist in compiling marketing materials. Coordinate meetings and department functions. Help schedule flights and arrangements with travel agent for consultants. Maintain electronic databases. Other duties that are assigned.

CPR Instructor — Vocational Nursing Institute — 08/2017-10/2018

Duties include: Arrange lectures and customized courses so that students can choose the best available option. Prepare instructional areas, i.e., classrooms, simulation props, on and off-site locations, other equipment, and materials required for the program. Create motivating and instructional simulations for the students. Perform administrative tasks such as maintaining records of the students, documentation, maintaining certificates, etc.

Front Desk Receptionist — Vocational Nursing Institute Houston TX — 8/2017-12/2017

Duties include: Welcome and direct visitors and students in person or over the telephone. Maintain security and issue visitor badges. Maintain telecommunication system. Distribute mail. Deal with queries and provide correct information. Take and deliver messages accurately and completely.

Lead Preschool Teacher — Brentwood Children's Academy Houston TX — 7/2016-12/2017

Duties include: Responsible for creating educational and age appropriate activities throughout the day. Teach the program created for young students within the preschool. Provide nutritious snacks and lunches. Talk with parents about behavioral concerns. Develop stimulating activities for the students.

Lead Teacher — Kindercare, Houston, TX — 5/2014 - 5/2016

Duties include: Responsible for providing a safe environment to children ages 3 to 4. In charge of planning educational activities. Establish policies and procedures for both inside and outside

References available upon request

KEANNA RANDLE

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the classroom. Become familiar with emergency procedures and protocol. Clean and sterilize equipment and toys daily.

Parent Educator/0-3 Teacher — PCCEO Early Head Start, Peoria, IL — 2/2013-2/2014

Duties include: Develop individualized Family Partnership Agreement with each family. Monitor and document family progress. Prepare and maintain family files. Facilitate and respond to each referral. Provide appropriate supervision to maintain staff to child ratios to ensure each child's safety.

Assistant Teacher — Crittenton Center, Peoria, IL — 2/2010-2/2013

Duties include: Responsible for each different age groups ranging from birth to 5. Plan educational activities. Ensure cupboards are locked and cleaning supplies out of reach. Supervise the students and integrate special needs students in a respectful manner. Create arts and crafts for the students.

Site Coordinator — YMCA, Peoria, IL — 7/2005-2/2010

Duties include: Responsible for all paperwork and payments. Teach leadership skills to students attending summer camp. Maintain site record keeping, attendance records, immunization records, registration information, incident reports, discipline records, and fire evacuation records. Coordinate planning, implementation, and evaluation of SACC programs. Foster positive relationships with students, families, school personnel, and the community.

References available upon request

KEANNA RANDLE

281-662-5986 · keanna101@yahoo.com

References

Cornelius C. Blackshear- United Way CIRS Manager Services Delivery  
Phone Number 713-685-2721

Melody McFadden- Community Service Director  
Phone Number 309-363-3562

Rondaia Moore- YMCA Assistant Director  
Phone Number 309-863-9357

Tammy Banyard- YMCA Program Coordinator  
Phone Number 309-692-7631

Denise Garcia- Compliant Review Consultant  
Phone Number 713-819-1369

Ianna Gooding- Vocational Nursing Institute- Filing  
Phone Number 281-615-5399

Hillary Lane- Kindercare Director  
Phone Number 979-732-1791

References available upon request

# **Tamecyra Sanchez**

Houston, TX 77044

(832) 705-5779

Katesanchez29@yahoo.com

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## ***OBJECTIVE***

Dedicated Medical Billing and Coding Specialist committed to implementing comprehensively organized billing and documentation policies. Adept at the analysis and interpretation of medical documentation, coordinating with medical providers to ensure care, and preparing and submitting claims to insurance companies. Specialize in auditing medical accounts and verifying medical documents.

## ***NOTABLE CAREER HIGHLIGHTS***

- Extensive experience executing medical billing and coding for commercial and private insurance
- Experience in policy and procedure development
- Understanding of state federal and HIPPA guidelines and laws
- Proficient in CPT-4 and ICD-10 and other relevant coding
- Capable of preparing spreadsheets via database software
- Ability to analyze and interpret medical records
- Software: Epic, E-clinical works, Navicure , Changed Healthcare
- Continuous education and training in coding updates
- Leadership and team management capabilities

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## ***PROFESSIONAL EXPERIENCE***

### **MEMORIAL HERMANN**

#### **Houston, Texas**

#### **Medical Billing Collection Specialist**

**June 2022- PRESENT**

- Perform all data entry required for entry of patients payments and insurance payments into computer system
- Responsible for claim review and submission to Medicare, Medicaid, commercial and private insurance payers
- Execute necessary action to resolve claim and payer issues in an effort to recover proper reimbursement
- Resolve routine patient billing inquiries and problems, handling follow-up questions from patients, resolving discrepancies or errors
- File and enter billing for patients into system and analyzes patient accounts to ensure billing is accurate
- Identify billing errors, under payments, overpayments, unpaid claims, and resolve accordingly and contact clients when necessary regarding account balance
- Act as a liaison between insurers, medical offices, and patients
- Accurate reading and understanding of UB04 for accurate billing
- Epic super user and team trainer

### **HOUSTON METHODIST**

#### **Houston, Texas**

#### **Medical Billing Collection Specialist**

**November 2018- May 2022**

- Followed up on outstanding claims, balance within a standard billing cycle, and corrected clearing house rejections and demographics to insure claims payment

- Performed mathematical calculations, balance, and reconcile figures, punctuate properly, and transcribe accurately
- Knowledgeable of collection policies, procedures, negotiation of account resolution, accurately inputted and documented all actions within the collections system as happen basis and
- Identified accounts that needed to be written off as uncollectible, small balance and prepare, submit billing data, and medical claims to insurance companies.
- Reviewed patient accounts, monitor assigned accounts, direct communication with patients, rebill rejected claims, and resolve discrepancies and short pay

LEGACY PRIMARY CARE

**Houston, Texas**

**Medical Billing Collection Specialist**

**March 2017- November 2018**

- Reviewed accounts regularly for insurance or patient follow up and print and follow up on AR summaries
- Performed various collection actions including contacting patients by phone, correcting, and resubmitting claims to third party payers, etc.
- Negotiated payment proposals and review patient bills for accuracy and completeness and obtain any missing information
- Addressed provider enrollment issues, patient statements, insurance appeals/reviews/hearings, insurance claim/payment issues, insurance/patient refunds, medical record requests.
- Followed up on unpaid claims within standard billing cycle timeframe and checked each insurance payment for accuracy and compliance with contract discount

**High Tech Family Care & Women's PA**

**Woodlands, Texas**

**Billing and Collection Specialist**

**July 2011 – February 2018**

- Prepared and submitted clean claims to various insurance companies either electronically or by paper and answered questions from patients, clerical staff and insurance companies
- Identified and resolved patient billing complaints including discussing outstanding balance, patient's financial status and established budget payment plans
- Reviewed accounts for possible assignment and makes recommendations to the Billing Supervisor, also prepares information for the collection agency
- Performs various collection actions including contacting patients by phone, correcting and resubmitting claims to third party payers
- Trained front desk employees on insurance rules and verifying, trained nurses on appropriate dx codes for authorizations
- Managed daily operations of the billing system
- Developed and implemented new billing solutions to improve departmental efficiency and accuracy

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**EDUCATION**

**Remington College**

**Medical Billing and Coding  
Certificate**

**Bio**  
**Carol Burgess, MS, CP, EA**  
Global Immigration Consultant  
Founder/CEO Dee's Immigration Services

Business Executive, Carol Burgess began her professional career in the late 2000s as a paralegal - a path she chose after completing a master's degree in criminal justice and receiving her paralegal certification at Florida International University (FIU). In 2013, she founded Dee's Immigration Services, which initially operated as a document preparation company, providing immigration and court document services for individuals. The company has since evolved into a highly-rated global immigration consulting firm.

Throughout her career, Burgess has been approached by industry leaders to spearhead various academic initiatives focused on immigration. Consequently, she has developed several engaging and informative masterclasses, imparting her expertise in immigration systems and service procedures. These masterclasses cover areas such as Adjustment of Status, VAWA (Violence Against Women Act), Asylum, Citizenship & Naturalization, among others.

As an immigrant herself, she is impassioned to help other immigrants attain their US residency and citizenship. For Burgess, her company 'Dee's Immigration Services' was inspired and remains driven by the concept, 'Immigration work done by Immigrants'. The importance of bringing immigrant families together has always been the heart and soul of what Dee's is about.

# DENECIA FISHER



**YOUTH COACH  
MOTIVATIONAL SPEAKER**

*"Discover your inner ability to overcome life challenges"*



Join Youth Coach Denecia Fisher for her masterclass program to help young girls navigate life's challenges. In this engaging coaching program, participants will receive valuable resources that will empower them to confront difficult issues and build the confidence to face obstacles head-on.

- PEER PRESSURE
- UNDERAGE SEX
- TEEN PREGNANCY
- BECOMING A WOMAN
- POOR SELF-ESTEEM
- SELF-HARM
- IRRESPONSIBLE TECHNOLOGY USE

**CONTACT:** ☎ 786.258.7163 ✉ [DENECIAFISHER@GMAIL](mailto:DENECIAFISHER@GMAIL)

# BIOGRAPHY

Denecia Fisher is a dedicated youth coach and mentor who empowers young girls to recognize their self-worth and navigate the challenges of growing into womanhood.

Drawing from personal transformative life experiences, she understands how early life events can shape one's identity and the resilience required to rebuild confidence and self-belief.

Having overcome the stigma and challenges of becoming a mother at a young age, Denecia has experienced firsthand how unexpected life turns can shake one's foundation.

Determined to rise above her circumstances and create a positive future, she worked tirelessly to rediscover her strength and redefine her purpose. Today, she uses her journey as a powerful testimony to inspire and uplift others.

Through her masterclasses and private coaching sessions, Denecia teaches young girls about self-esteem, self-love, and embracing their unique journeys. She addresses critical milestones, such as the physical and emotional changes during puberty, helping girls feel prepared and confident as they transition into womanhood.

Her mission is to ensure that every girl she mentors understands that challenges do not define them. Instead, it is their courage, strength, and ability to love themselves that truly matter. With warmth, authenticity, and a heart for service, Denecia is committed to helping the next generation of young women thrive.

# Sakia Phillips

Patient and dedicated Childcare Provider with 8+ years of experience caring for infants, toddlers, preschoolers and school age.

5602 Afton Ridge Lane  
Houston, TX 77084  
(346) 270-0994  
Sakiaphillips5602@gmail.com

## EXPERIENCE

### Kindercare, Tomball, TX — Curriculum coordinator/Office assistant

May 2020 - PRESENT

- Ensured maintained compliance in accordance with Texas Minimum Standards
- Provided administrative support to the School Director overseeing a team of 17 full-time employees
- Greeted and supported families in a positive and approachable manner to optimize the customer experience, in-person and over the phone.
- Investigate issues with past due balances and use proven customer service strategies to reduce unpaid accounts.

### Harmony public school, Cypress, TX — After school Educator

Jan 2019 - March 2020

- Led educational games and group activities; developing team building activities that enhanced student motivation while ensuring safety and well-being of the students
- Conducted one-on-one sessions with students to provide homework help, guidance, and counseling if needed
- Developed and implemented enrichment activities for students enrolled in the program while effectively communicating with families regarding student behavior and progress

### Locomotion ELC, Houston, TX — Lead Teacher/Office assistant

March 2015 - Jan 2019

- Performed accurate data entry of student information including demographics, health, as well as other administrative tasks.
- Worked directly with the staff in ensuring each teacher implemented developmentally appropriate learning experiences
- Worked closely with teachers to collaborate on different approaches to improve student learning
- Trained new employees on company best practices then provided ongoing coaching to improve employee performance
- Plan curriculum for students with mild or moderate intellectual disabilities. Behavioral, emotional support.

## SKILLS

Communication (written and verbal)

Decision making skills

Interpersonal Skills

Classroom management

CPR

Problem solving

Time management

Ensuring safety

**EDUCATION**

**Langham creek high school, Houston, TX — *High school diploma***

June 2013

**Snhu, Houston, TX — *Child and family services***

Current

Y



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is duly certified as a

## Minority Business Enterprise (MBE)

**Certified Categories:**

Certification Number: 23-12-16104

NAICS 611430: PROFESSIONAL DEVELOPMENT TRAINING

NAICS 624110: TEEN OUTREACH SERVICES

Director of Office of Business Opportunity

Note: This certificate is the property of the City of Houston Office of Business Opportunity, and may be revoked should the above named firm graduate from the MWDBE program or the firm's certification is no longer active. In addition, this certificate is valid only in conjunction with the firm's active listing in the City of Houston's Directory of certified MBE, WBE, SBE, PDBE, ACDBE and DBE firms via the following weblink: <https://houston.mwdbe.com/?TN=houston>.

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## Women Business Enterprise (WBE)

**Certified Categories:**

Certification Number: 23-12-16104

NAICS 611430: PROFESSIONAL DEVELOPMENT TRAINING

NAICS 624110: TEEN OUTREACH SERVICES

Director of Office of Business Opportunity

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is duly certified as a

## Persons with Disabilities Business Enterprise (PDBE)

**Certified Categories:**

Certification Number: 23-12-16104

NAICS 611430: PROFESSIONAL DEVELOPMENT TRAINING

NAICS 624110: TEEN OUTREACH SERVICES

Director of Office of Business Opportunity

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## Dashboard

Displaying records assigned to **your company** ▾

### [Certifications](#)

	Active	Pending	Renewing
Status	<b>3</b>	0	0

### [HHF Applications](#)

<b>Active/Accepted</b>	<b>1</b>
------------------------	----------

## Certification Center

⚠ If your firm holds certifications not listed below, [submit a request](#) to add them to your account. You can also [add date alerts](#) to any active certification to remind you of an upcoming renewal.

### [Active Certifications](#)

<a href="#">Active Certifications</a>	Type	Renewal	!
City of Houston	<a href="#">MBE</a>	12/31/2026	
City of Houston	<a href="#">PDBE</a>	12/31/2026	
City of Houston	<a href="#">WBE</a>	12/31/2026	

Certification renewals and updates must be submitted to the certification agency with whom your renewal is due.

⚠ For certification renewals and updates with City of Houston, you may [submit online](#).

⚠ For other agencies, you will need to contact the certifying agency outside of this system for instructions. Remember to come back and update your tracking record!

## Key Actions

[Start/Renew HHF Application](#)

[Renew/Apply for Certification](#)

[Take a Training Class](#)

[Watch a Training Video](#)

## Enhanced Account Security

Activate enhanced account security through multi-factor authentication.

[Activate](#)

Enhanced account security: **OFF**

## Alerts

No Activated Alerts. [View Pending Alerts](#).

## Configure

[Change Your Password](#)

[Activate Enhanced Account Security](#)

[Edit Your User Account Settings](#)

[View, Vote, & Post to the Wish List](#)

[Business Info](#)

[Profile Setup](#)

[List/Add Users](#)

[Main Contacts](#)

[Commodity Codes](#)

[EEO/Workforce Comp.](#)

## System News

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- ***TAB C - References***

Mother Daughter ISH **References**

1. Houston-Galveston Area Council

3555 Timmons Lane, Suite 120  
Houston, TX 77027

**LEADRIAN ALDRIDGE ADEOYE**

*Program Administrator*

713-993-4595

[adeoye@h-gac.com](mailto:adeoye@h-gac.com)

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2. Kingdom Kids Academy & Resource Center

5137 FM 1960 Rd E  
Humble, Tx 77346

Towana Preston  
832-581-1265  
[kkafrc@gmail.com](mailto:kkafrc@gmail.com)

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3. LEIGHALA J & ELLIS HALL JR MUSIC & ARTS ACADEMY

928 BILTON W A Y

SAN GABRIEL, C A 91776

LEIGHALA J HALL

770-885-3511

**[ljehallmusicandartsacademy@gmail.com](mailto:ljehallmusicandartsacademy@gmail.com)**

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4. **Name: The Single Parent That Could**

**23501 Cinco Ranch Blvd Suite H120-107 Katy, TX 77494**

**Kimaline Duplessis**

**281-505-7929**

**[thesingleparentthatcould@gmail.com](mailto:thesingleparentthatcould@gmail.com)**