

E.B. Coleman

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OBJECTIVE

To use my knowledge and professionalism to reflect the ethics and economic diversity of the geographic area served by the care management organization.

WORK EXPERIENCE

Prestigious Academy, Milwaukee, WI

03/2002 - Present

Owner/ Assistant Director

Administrate and manage individualize supports and services, the well-being and satisfaction of the consumer of these systems of supports, and the supervision of employees providing these services.

Customer Services/Marketing Oversee the safety and well being of the residents in accordance with the residences philosophy and state standards of care.

Lead and participate in resident/family conferences to review changes in services.

Ensure a high degree of customer satisfaction.

Actively participate in providing service to residents.

Provide general management, adhere to and implement residence policies and procedures.

Assist in the development of the residences budget.

Operate the residence within the budget.

Lead by example, encourage teamwork, promote the residences philosophy, and provide ongoing coaching to employees.

Motivate employees through recognition programs, training, and teambuilding.

Conduct regular performance appraisals with employees.

EDUCATION

Coahoma County High School Milwaukee, WI
High School Diploma, GPA: 2.80

1969 - 1973

Milwaukee Area Technical College Milwaukee, WI

1983 - 1985

Business Management, GPA: 3.50

National Baptist Christian Education Milwaukee, WI
Theology

2006 - Present

SKILLS

Proficient in Microsoft Office
Problem Solving and Decision Making
Planning
Effective Delegation
Basics of Internal Communications
Meeting Management
Managing Yourself