

QUINTINA HEAD

Lithonia, GA 30058

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PROFESSIONAL SUMMARY

Operations Manager leveraging over 10 years of proven experience in customer service, finance, teaching, accounting, payroll, and consulting. Managed operations with over 10 staff members in a technical, high volume customer service environment. Possess a comprehensive background in leadership, housing regulations, early childhood, account management, and data analysis. Established ability to quickly grasp and utilize new ideas and concepts. Ability to retain confidential information. Adaptable to a diverse range of people, teams, environments, and situations.

- Accounting
- Risk Management
- Contract Management
- Strategic Planning
- Property Management
- Information Technology
- Training and Development
- Customer Service
- Microsoft office

PROFESSIONAL EXPERIENCE

Dekalb County State of Georgia/DHR/Department of Family and Children Services Case Manager Specialist/ Special Investigation Unit- Dekalb County

2022-present

- Provides investigative and comprehensive case management for a caseload involving child/adult abuse or neglect. Makes immediate and follow-up actions for at risk clients in need of protective services and/or placement.
- Initiates timely, face-to-face responses to screened-in reports of alleged child maltreatment and conducts assessments that identify and address safety concerns.
- Addresses identified safety concerns by immediately developing and implementing safety plans.
- Conducts diligent search efforts to locate the child/family when unable to make contact.
- Implements Solution Based Casework (SBC).
- Partners with child(ren) and parents in the development and utilization of the Family Functioning Agreement, Action Plan, and Family Plan to achieve desired individual and family-level outcomes.
- Completes genograms to identify available family support network.

- Collaborates with community partners to create systems of support for children and families.
- Ensures that frequency and quality of visits with children, fathers, mothers and caretakers, are sufficient to ensure safety, permanency, and well-being.
- Identifies the physical, educational, and mental/behavioral health needs of children, parents, and foster parents and ensures identified needs were effectively addressed.
- Establishes permanency goals for the child(ren)
- Ensures foster care placements and/or living situations are stable and in the best interests of the child(ren) and are consistent with achieving established permanency goal(s).
- Makes concerted efforts to achieve permanency for children in a timely manner and consistent with regulations contained in the Adoptions and Safe Families Act.
- Ensures that siblings in foster care are placed together unless a separation is necessary to meet the needs of one of the siblings.
- Maintains child's connections to his or her neighborhood, community, faith, extended family, tribe, school, and friends.
- Promotes, supports, and otherwise maintains a positive and nurturing relationship between the child(ren) in care and their biological parents/caretakers by encouraging and facilitating activities and interactions beyond visitation.
- Documents case management activities within time frames established by policy.
- Celebrates positive outcomes with child(ren) and family.
- Utilizes private vehicle for work-related travel and duties (including transportation of children).
- May routinely serve on after-hours on-call duty.
- Embraces ongoing learning and professional development opportunities.

Jim Ellis Toyota-McDonough,GA

Title Clerk

2021-2022

- Preparing tag and title documents
- Submitting all legal transfer documents to the DMV
- Preparing checks to reimburse Buyers for any DMV fees
- Inputting title information into the auction software for sold cars
- Determining outstanding fees owed through looking up Vehicle Information Number (VIN) in state DMV system.
- Preparing and maintaining vehicle jackets.
- Keeping titles secured until customers come in to retrieve them

- Preparing express shipments or registered mail and shipping titles to customers who have paid for their vehicle
- Administering all title processing for auction transactions
- Create title report and amounts owed for flooring companies
- Keeping current with applicable state laws
- Monitoring and keeping current with Department of Motor Vehicle (DMV) laws and regulation •

Duke Energy -TRC Staffing Atlanta, GA 2020-2021

Provide support to Duke energy Customers

- Make sure the list of responsibilities is detailed but concise. Also emphasize the duties that may be unique to organization.
- Assist customers with bills and payment arrangement
- Report outages
- Report Scams
- Professionally process outbound sales and/or customer service calls
- Respond to customer questions
- Resolve customer issues
- Record and verify accurate information on all calls
- Adhere to work schedule provided
- Positively and respectfully communicate with customers

Dekalb County Public Schools Dekalb County, GA 2020-2021 Teaching Assistant

Provide support to a lead teacher in charge of a classroom, reinforce lessons by tutoring individual students or small groups on Microsoft products.

- Create lesson plans, documenting progress, teach children, and oversaw lesson preparations; Prepared PowerPoint presentations and assignments over three classes more than twenty students each
- Improve student participation in the classroom through integration of creative exercises and peer review sessions
- Organized field trip for fifty students including communication, logistics, and collection of payment
- Prevent crisis situations from escalating by intervening in a professional manner, utilizing training in Nonviolent Crisis Intervention

Clayton County Public Schools | Clayton County, GA 2018 – 2020 Teaching Assistant

Provide support to a lead teacher in charge of a classroom, reinforce lessons by tutoring individual students or small groups on Microsoft products.

- Create lesson plans, documenting progress, teach children, and oversaw lesson preparations; Prepared PowerPoint presentations and assignments over three classes more than twenty students each
- Improve student participation in the classroom through integration of creative exercises and peer review sessions
- Organized field trip for fifty students including communication, logistics, and collection of payment
- Prevent crisis situations from escalating by intervening in a professional manner, utilizing training in Nonviolent Crisis Intervention

Lithia Manor | Douglasville, GA 2015-2018 Leasing Manager

Managed the daily operations of a property with over 100 units and a small commercial property. Oversaw the walk-in" traffic and to show tours.

- Answered telephone in a friendly manner and visited with prospects in such a way that communicates interest in their needs
- Follow-up with prospective residents who do not leave a deposit and checked the patio and entrance area
- Utilize established systems to ensure rental applications are processed in a timely manner and submitted completed rental application to screening agency and related paperwork to the Lease
- Scheduled appointments for tours, utilized company procedures including appointment book, traffic logs, and 7-day tray
- Completed certification LIHTC

AFF Finance | Marietta, GA 2013 – 2015 Collections/ Title Clerk

Processed Title through Title tech and work with CVR Inbound and outbound collection calls in a professional manner. Collected customer payments and identified issues attributing to account delinquency and discussed them with management.

- Provided timely follow-up on payment arrangements and mailed correspondence to customers to encourage payment of a large customer base
- Strong communication, problem-solving, and analytical skills required; Ability to work independently and to adapt to a fast-changing environment
- Creative, self-disciplined, and capable of identifying and completing critical tasks independently and with a sense of File Warrants on a delinquent account Repo delinquent account
- Assisted with finance vehicle, follow up on insurance, qualify income ratio, and pay attention to detail with an eye for accuracy

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**Cobblestone Flats Apartment | Ellenwood, GA
Leasing Consultant****2009 – 2013**

Primary person to walk the model and/or mini model daily to ensure all lights work and the unit is ready for tours. Check the patio and entrance area and make sure it is free from trash and debris.

- Reviewed Priority Action Drawer each morning to incorporate the steps needed to follow-up on pending applications
- Submitted completed rental application to screening agency and related paperwork to the Lease Administration for Pre-Approval of household
- Notified applicant once they are approved and schedule the Lease signing and Move-in Inspections in appointment book

- Reviewed lease expiration dates and utilize Re-Certification/Renewal Process Checklist to deliver notices, which allows adequate time to schedule an appointment with the resident to review and sign the new lease
- Completed certification LIHTC

Pars Cars Sales | College Park, GA

2007-2012

Business Office Assistant

Prepared reports and correspondence, file and fax documents, maintenance department database records and routinely order supplies. Processed Title through Title tech and work with CVR Support Sales and Finance department exclusively. Created contract packets, new hire packets, and files for salespeople.

- Verified credit applications for accuracy and completeness, verification of employment, and references from credit applications
- Supported senior-level managers, and Answer incoming and outgoing phones calls when the customer service back up
- Collect customer's payment (pickup payments), high volume customer service, and call to prompt Vehicles and programs
- Follow up with Potential customers, collect payment on a delinquent account, and send delinquent account to repo after no collects are made

EDUCATION | CERTIFICATIONS

Bachelor of Science (B.S.) Criminal Justice | Bauder College Atlanta | 2010 Internship
Clayton Transitional Center 2010

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365

Operating Systems: Mac / Microsoft Windows