

Adel Kamisia

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EDUCATION

SUNY Buffalo State

September 2010-May 2015

Bachelor of Science; Social work with a concentration in humanity.

WORK EXPERIENCE

January 2017- Present Family Service Advocate at *Child Care Associates, TX*

- Lead and coordinate efforts to recruit Early Head Start and/or Head Start children to enroll in program.
- Ensure that Head Start Program Performance Standards are met with respect to eligibility, selection, recruitment, enrollment, and attendance.
- Ensure enrollment is met and maintained.
- Assist Early Head Start and/or Head Start team in assuring integration of all content areas.
- Serve as second in charge at assigned campus as part of the campus leadership team.
- Collaborate and actively participate in team meetings and trainings, including with content area teams.
- Develop and maintain mutually respectful partnerships with families through regular communication and through needs assessments.
- Manage assigned caseload and perform casework services with parents to increase parents' understanding, knowledge, and use of available and appropriate resources (including ensuring all federal requirements, including 45 and 90-day requirements).
- Enter child and family data into ChildPlus accurately and in a timely manner; maintain accurate and detailed records.
- Assist in planning and implementing parent engagement, parent curriculum training, and parent committee meeting activities.
- Assist families with application and enrollment process.
- Support and promote family involvement. Make home visits as needed to gather information and documentation of children and families.
- Assist parents with parent surveys, family needs and strengths assessments and individualized family partnership services.
- Identify family needs, locate services and resources, and support with referrals to service providers. Maintain parent contact and/or follow-up for children whose

attendance is irregular or in jeopardy of falling below the established minimum standard.

- Provide crisis assistance to families with immediate needs.
- Protect Personally Identifiable Information (PII) and promote privacy and discretion with all engagements.
- Assist with recruiting parent and community volunteers.
- Responsible to maintain required recordkeeping of non-federal share (In-kind) data for assigned campuses.
- Develop and maintain relationships with community service agencies in Tarrant County.
- Develop and maintain strong work relationships with both center-based and school-based leadership, staff and content area staff.
- Be knowledgeable about demographics of community and school population.
- Demonstrate CCA values.
- Other duties as assigned

August 2014—Present **Sales associate , signet Jeweler—Grapevine, TX**

- Customer Service representative
- Greeted customers and determined their needs and wants
- Discussed type, quality and number of merchandise required for purchase
- Recommended merchandise based on individual requirements
- Advised customers on utilization and care of merchandise
- Provided advice to clients regarding particular products or services
- Explained the use and advantage of merchandise to customers
- Answered customers' queries and concerns
- Quoted prices and discounts as well as credit terms, trade-in allowances, warranties and delivery dates.

May 2014—May 2015 **Student assistant , SUNY Buffalo State College, Computing and Technology Services department – Buffalo NY**

- Ensured and maintained the office movement
- Greet visitors, answering telephone calls
- Sorted and distributed mail, photocopies, and files
- Organized and maintained a filing system
- Used a personal computer and a variety of office software applications including word processing, email, and file management.

September 2010 – May 2014 **Student assistant, Buffalo State College, Counseling Center Department, Buffalo NY**

- Performed administrative support functions for the department
- Provides direct or indirect assistance to academic functions and services.
- Operates office equipment such as printers, copy machines, fax machines.

September 2011 – July 2014 **Sales associate, JCPenney INC, Buffalo NY**

- Provided customer service to prospective Buyers
- Maintained merchandise stocks, and store appearance
- Customer Service representative
- Greeted customers and determined their needs and wants
- Discussed type, quality and number of merchandise required for purchase
- Recommended merchandise based on individual requirements
- Advised customers on utilization and care of merchandise
- Provided advice to clients regarding particular products or services

PROFESIONAL AND INTERNSHIP EXPERIENCE

July 2014—May 2015 **Case manager intern, Jewish Family Service—Buffalo NY**

- Admitted new clients by reviewing records, applications and conducted orientations.
- Interpreted in French, Swahili or Lingala during home visits, meetings, workshops and employment orientations.
- Conducted legal, budget, health and employment orientations for the new clients.
- Worked along with the employment counselors to recruiting agencies in search for employment for new clients.
- Determined clients' needs by completing intake interviews.
- Assisted case workers with necessary appointments as well as children's school enrollment.
- Assisted with answering the phones, filed and managed daily office tasks and responded to client complaints.

- Documented case notes for any changes or evolutions of the client during their time of Refugee Placement program (R&P)

August 2012 –
May 2013

ESL teacher assistant, Buffalo Catholic Charity, Buffalo NY

- Assisted Immigrants with English language
- Organized files.

Translated for French, Swahili and Lingala speaking clients

August 2009 –
May 2010

ER patients aid, Sound Shore Medical Center, New Rochelle NY

AWARDS AND SCHOLARSHIPS

- American Red Cross; The Power of Humanity Laura and Jerome H. Holland
- English as Second Language honor Scholarship, New Rochelle High
- Student Employee of the year award at Buffalo State

COMPUTER AND LANGUAGE SKILLS

Computer Skills : Knowledge of Microsoft ; word, PowerPoint, excel and Microsoft outlook

Retail Software : CRM (Customer Relation Management)

Language Skills : English, French, Swahili and Lingala