

ANGEL M. EAGAN

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CLIENT RELATIONS | CUSTOMER SERVICE | ORGANIZATIONAL MANAGEMENT

Administrative Professional leveraging over 6 years as a proven leader in the public welfare system, case management, interpretations and implementation of public policy, and database management. Possess a comprehensive background in operations management, customer service, documentation, strategic planning, policy implementation, resource management, team building, problem-solving, and cross-functional leadership derived from conducting domestic and global operations. Proven ability to combine vision, ingenuity, and strong business acumen with well-developed project management and leadership qualities to support organizational effectiveness, reach, and overall expansion.

- Leadership
- Process Improvement
- Social Work
- Detail Oriented
- Training | Development
- Database Management
- Communication
- Customer Service
- Microsoft Office Suite

OVERVIEW OF KEY CONTRIBUTIONS

Project Management and Leadership – Proven track record for leading multi-dimensional teams in high pressure, high tempo environments producing deliverables on schedule and within required parameters.

Operations Management – Served as Subject Matter Expert in operations and project management and spearheaded projects to improve standard operating procedures.

Training and Development – A versatile and innovative management individual who is skilled at seeing the “big picture” while able to focus on the details through the entire process.

PROFESSIONAL EXPERIENCE

RCM HealthCare, Inc – Waipahu, HI **2018 – Present**
Scheduling Coordinator

- Developed, planned, and implemented the scheduler workflow which streamlines business tasks, reduces redundancies, minimizes errors and increases efficiency
- Managed procedures that provided accountability, reduced micromanagement, communication, customer service and quality of service
- Developed monthly tracking system to monitor the amount of personnel who depart from employment, request time off, call out and new recruits coming on board
- Maintain and ensure accuracy of the staffing schedule for multiple school districts providing Applied Behavior Analysis (ABA) and nursing support for children ages three to twenty-two.
- Collaborated on shared google docs and excellent communicator while working remotely from June 2018 until present

State of Hawaii – Honolulu, HI **2017 – 2018**
Eligibility Worker

- Determined eligibility of applicant/recipients for public assistance for SNAP and Financial programs by interpreting federal and state policy
- Trained and mentor for new hires for the local office; educated, trained and mentored 3 new hires on local office policies and federal policies to help new hires to transition into the workplace reducing tasks on supervisors
- Oriented and directed applicants/recipients to appropriate services that may be available within the state government and the community
- Forged strategic relationships with leaders, colleagues, and specialized personnel to reinforce organizational objectives and synergized operations for all current and future projects

Hopevale Church – Saginaw, MI **2015 – 2017**
TOT Town Curriculum Coordinator

- Planned weekly curriculum for each Sunday for Birth to Pre-Kindergarten; re-evaluated the effectiveness of the curriculum by getting feedback from the staff of each age group as far as the group activities to the weekly craft
- Analyzed the need of having a curriculum-based structure versus a “play” hour for children Toddler to Pre-K; recommend a curriculum-based structure and formulate procedures for each leader in each of the different age classes

TOT Town Curriculum Coordinator (Continued)

- Directed, advised, and instructed employees by leading monthly meetings with 7 coordinators to discuss theme of upcoming month, provide decorating items to be used within rooms, and provide curriculum for the month
- Worked one-on-one with the director to develop and recognize small group leaders and volunteers; scheduled paid staff and volunteers on a weekly basis and during holiday services

State of Michigan – Saginaw, MI

2011 – 2016

Assistance Payment Coordinator

- Interviewed applicants/clients for public assistance while directing them to appropriate sources for assistance to meet their needs; managed over 700 client's cases on an ongoing basis
- Interpreted and executed federal and state policies related to public assistance for Supplemental Nutrition Assistance Program (SNAP), financial, state emergency relief, and child development and care programs
- Established eligibility including program categorical eligibility through the application of pertinent policies, laws, rules, regulations and procedures

VOLUNTEER EXPERIENCE

Fort Hood Scholarship Fund – Fort Hood, TX

2021-Present

Vice President

- Assist President and perform duties in absence
- Liaison between schools, civilian/military community, and scholarship fund
- Update, receive applications and maintain confidential file for each applicant for selection committee
- Appointment selection committee members and serve as Chair to the selection committee
- Prepare supporting spreadsheets, folders, and references
- Designate with approval from Executive Board, dates for the scholarship application window

4-9 CAV Senior Advisor for Soldier and Family Readiness Groups (SFRG)– Fort Hood, TX

2019-2020

- Support commander family readiness goals
- Acts as advisor to commander on SFRG matters
- Battalion leader and advisor to company level SFRG leaders
- Gathers and disseminates information on activities
- Liaison between battalion and company level SFRG
- Serve on SFRG steering committee meetings

Operation Santa Claus Fort Bliss – El Paso, TX

2018-2019

Social Media Coordinator

- Created initial Facebook page, planned, implemented and monitored of page.
- Created engaging posts and increased followers to over 200 within 30 days.

3/4 Cavalry Family Readiness Group (FRG) – Schofield Barracks, HI

2017-2018

Informal Funds Custodian

- Establish bank account, kept custody, accounting, and documentation including maintaining ledger.
- Prepare Standard of Procedures for commanders' approval
- Prepare and submit monthly and annual reports to leadership

EDUCATION | TRAINING

Master of Public Administration, Indiana Wesleyan University
Bachelor of Science, Business Administration, Northwood University
Associates of Art, Elementary Education, Delta College
Fort Hood Volunteer of the Year Nominee | 2021
Spouse Leadership Development Course | 2018
You are the Force Recommendation | 2016
Emerging Leaders Program | 2014
Correct Food Assistant Program Audits | 2003 - 2016