

Dear Hiring Team,

Below please find skill-based descriptions of my experience as I am applying for this position. My cover letter is non-traditional, as the extensive experience I have gained is best listed here. The keys to beginning a new relationship and process, are long term planning, and attainable goals and rewards. Organizations must mirror diversity and provide a sense of belonging for individuals who have been left behind and overlooked. By increasing awareness, acceptance and modeling inclusive leadership roles with training and program development.

What I bring;

- Emotionally intelligent and effective in interpersonal interactions and authentic relationship building
 - A Leader/Developer/Mentor
 - Proactive and a Strategic Planner
 - An Excellent Communicator/Collaborator
 - Supportive of efforts to provide equitable service to all communities
 - A Change Champion who is a visionary and creative thinker
 - Able to thrive in an ever-changing environment
 - Overseeing and coordinating operations
 - Supporting organization-wide projects and initiatives
 - Leading, advising, directing, and consulting on staffing needs, employee relations, polices, program services and budgets
 - Planning, organizing, directing, and evaluating major system-wide programs and services
 - Remaining informed of, and training staff on, advances in practices and resources
 - Analyzing/creating reports regarding budgets, staffing, projects, procedures and make recommendations.
 - Supervising, reviewing and evaluating the work of staff
 - Coordinating and/or participating in community engagement
 - responsible for managing staff at multiple off-site locations
 - Extensive experience in navigating a public agency that is bound by Budget/MOU/policy restrictions
 - work within and navigate a large, complex organization
 - adapt and respond to constantly changing conditions:
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- Professional & Technical Expertise:
 - Applying technical subject matter to the job
 - Critical Thinking: Analytically and logically evaluating information, propositions, and claims
 - Decision Making: Choosing optimal courses of action in a timely manner
 - Professional Integrity & Ethics: Displaying honesty, adherence to principles, and personal accountability
 - Building & Maintaining Relationships: Establishing rapport and maintaining mutually productive relationships
 - Coaching & Developing Others: Supporting others in stretching and expanding their capabilities
 - Delegating: Sharing responsibility, authority, and accountability
 - Leadership: Guiding and encouraging others to accomplish a common goal

- Teamwork: Collaborating with others to achieve shared goals
- Valuing Diversity: Appreciating the benefits of varied backgrounds and cultures in the workplace
- Leading the Organizational Culture: Driving the organization's culture through establishing and enforcing norms and/or behaviors in addition to processes
- Managing & Facilitating Change: Addressing key factors that influence successful organizational change
- Organizational Systems Thinking: Comprehending the organization as a system of integrated and interdependent functions
- Project Management: Ensuring that projects are on-time, on-budget, and achieve their objectives
- Thinking & Acting Systematically: Formulating objectives and priorities, and implementing plans consistent with the long-term interests of the organization in a global environment

Qualifications:

- Previous experience in public agencies and libraries supervising a large number of staff
- Experience leading teams through challenging times and changes
- Project management experience in a deadline driven environment
- Previous experience working within a limited budget
- Experience with procedure and policy writing or implementation- Especially DEI
- Experience training on emotional and cultural intelligence
- Analytical thinker

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Professional History:

4/24-

Human Capital Systems Director Dodeca Systems Consulting

Develop systems for successful operations in human capital, staff development , training and processes. Key liaison in stakeholder engagement, policy and project development

8/23-4/24

General Manager, Office of Professional Standards, City of Cleveland Ohio

Responsible for planning, managing, developing work rules, training, coordinating, and administering activities and personnel. This position manages operations of the OPS office, which oversees integrity control, compliance, and employee accountability for the Cleveland Division of Police (CDP). Supervises personnel. Develops and administers policy application. Prepares and submits executive reports, ensures the integrity of the office and the entire investigative process. Makes presentations and provides outreach to various stockholders and audiences, establishes and maintains contact with media outlets as well as neighborhood and community groups. Performs special project coordination, serves on boards, and carries out special assignments. Develops and creates policies to ensure compliance with City of Cleveland and Department of Justice oversight including procedures, rules, and regulations. Oversees HR, payroll and timekeeping records. Reviews completed investigations for thoroughness and accuracy for presentation to the Civilian Review Board.

03/2021-8/2023

Library Services Manager, Contra Costa County

Overseeing and coordinating operations of nine community libraries and additional work units directly supporting organization-wide projects and initiatives Leading, advising, directing, and consulting with library managers on staffing needs, employee relations, policies, program services and library budgets. Planning, organizing, directing, and evaluating major system-wide County Library programs initiatives and services Analyzing/creating reports and budgets, staffing, projects, procedures and make recommendations. Supervising, reviewing and evaluating the work of staff. Coordinating and/or participating in community engagement. Administer all activities of the assigned functional area including evaluating resources, personnel, facilities, and long-range program planning Work with community library managers in translating the Library's broad objectives and strategic plans into programs and activities supporting such goals. Assess day-to-day branch Library staffing needs, direct absence management staff, establish and review performance standards analyze operations to evaluate performance of its staff in meeting objectives Oversee and assist in obtaining available outside funding through grants and/or donations Provide, policy, advice and assistance on staff development and training, operational trends, and library strategic goals Ensures the confidentiality and that the Library Department policies and procedures are followed Consult with community library managers to advise on program services, implementation of new policies, procedures and practices Confer with executive team to implement and conduct surveys to identify training Monitors the budget for assigned program areas, recommends budget requests for implementation of new program initiatives Serve as the management advisor and consultant to system-wide advisory and operational committees, may lead special task teams and new project initiatives Direct and/or prepare a variety of narrative and statistical reports, correspondence, procedures and other written materials Make presentations to executive team, staff, the public, organizations, agencies and governmental entities Train, supervise and evaluate assigned staff, Remaining informed of, and training staff on diversity and equity issues.

3/2017-02/2021

Circulation Supervisor, Cuyahoga County Public Library

Perform various supervisory functions to facilitate circulation operations such as recruiting from underrepresented populations, hiring, interviewing, training,

coaching, and mentoring clerical staff in all circulation operations, including customer service, procurement, efficiency planning and facilitation, develop and implement policies, and procedures, utilizing analytics for statistical data collection, conducting clerical employee evaluations; ensuring CCPL policies and procedures are maintained; and establishing work priorities and assigning job tasks. Supervises and directs circulation staff and services. Represent the library for outreach functions, develop and write newsletters, create and update social media platforms. Performs and delegates tasks, including treasury reconciliation, budgets, and a forms library. I have created efficiencies, developed training plans, and coaching opportunities, along with branch and system collaboration. Serve on the Executive Board of SEIU, and Contract Negotiation team for Cuyahoga County Public Library

5/1999-3/2017

Public Services, Cuyahoga County Library

This position entails a high level of organization and attention to detail in providing reference and research to customers, technical knowledge, a high level of Technical training, data research, training, catalog and database development genealogical research, classes, workshops along with specific programs on Genealogical, historical and legal research, data analysis, database presentations, reference work, collection development, social media presence writing, including, press releases, program descriptions, outreach letters and inquiries, and marketing, digital and electronic media specialization, career programming, helped in the design, and maintenance, and contributed to the library website and social media venues. In addition, my experience includes, the selection and acquisition of library materials, collection development and strong customer service tenant. Diversity training for staff, technology trainer, and teach computer skills and technology, along with social media and device classes to adult and senior learners. I have developed and planned multiple short- and long-term projects, coordinated volunteers and events, planned, and implemented various programs for the public and library employees, created displays, market the collection, and events.

9/2011-5/2013

Sunday Call Coordinator, Cuyahoga County Library

Responsible for the scheduling and staffing of all twenty-seven branches of the Cuyahoga County Library System. This includes, analysis, coordination of various staff and locations, anticipation and strategizing of placement and systems knowledge.

10/1993- 06/1996

Counselor, Benjamin Rose Institute

Counseled, assisted, and made referrals for caretakers of Alzheimer patients. Used extensive interviewing techniques to determine status and health of patients and caretakers. Utilized community resources to encourage and assist in directing caretakers to opportunities for counseling and other programs

12/1989-04/ 1992

Teacher, Ube Gaigo Center, Japan

Taught English as a second language to children ranging in age from 5-18 years. Also taught ESL to adults in both the public and private sector. Instructed in basic language and grammar skills, designed testing practices, aspects of culture and interpersonal communication. Developed courses, wrote and edited course materials, handbooks and newsletters, selected textbooks and advised students.

11/1987-11/1989

Training Coordinator Orange County Sheriff's Department

Responsible for curriculum organization and course and testing development including domestic violence and Coroner's classes. Acted as liaison between law enforcement agency and local colleges and universities as well as community organizations. Administrative responsibilities included the direction of three support staff and video labs. Edited and wrote texts and guides for city, state, and federal training programs. Filmed, edited, and presented training videos. Contributed to organizational journals, newsletters, and press releases. 3/1986-10/1987 Employment Services Representative (JTPA) County of Orange
Responsible for recruiting, screening, training, and hiring individuals considered economically disadvantaged, handicapped or disabled. Provided career and personal counseling for youth, families and supervisors in agencies in the public sector. Mediated conflicts and acted as a liaison between county agencies, clients,

and supervisors. Maintained individual records for a sixty-client caseload, evaluated and tested clients, assisted in the rewriting and editing of county handbooks.

Training and Certification Train the Trainer Mediation and Negotiation, Conflict Resolution Diversity Trainer, Hiring for Success Certification, Emotionally Intelligent Leadership

Software Microsoft, Apple, Workday, ADP, Advantage, Kronos, NEOGov

While a student at Cleveland State University:

On air DJ at WCSB, Audio Visual, Radio/TV productions, media and promotions

Director of Freshman Advisors

Advisor for First College,

Freshman Advisor

Training and Certifications:

Train the Trainer Mediation, Negotiation, Conflict Resolution Diversity Trainer

Hiring for Success Certification

Continuing Education Software courses;

Word, PowerPoint, HTML, Excel, Apple Products, Audio Visual, Radio/TV

References:

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