**Desire’ D. Brooks**

**Residential Address: 4403 Cascade Dr, North Carolina 28079**

**Residential Phone: (704) 607-7412**

**Objective:** Seeking a position a position where I can use my organizational and leadership skills to benefit the agency and where there is opportunity for growth and advancement.

**Summary of Qualifications**

* Organized and Efficient office professional with over two years’ experience in educational and service oriented work environments
* Excellent communication skills both verbal and written, with the ability to interact and network with diverse cultures, ethnicities and various economic backgrounds
* Proficient in creating, designing, planning and executing projects within time constraints and high stress environments
* Coordinated a variety of tasks in stressful and fast-paced environment
* Exceptional aptitude to develop strong customer, client, co-worker and administrative rapport while working within a team-oriented atmosphere
* Success-driven professional who continually meets and exceeds goals of employer and self

**Academic Profile**

**Johnson C. Smith University,** Charlotte, North Carolina **May 2020 Diploma: *Bachelor of Social Work***

**Sun Valley High School,** Monroe, North Carolina **May 2012**

**Diploma: *High School Diploma***

**Knowledge/Skills/Abilities**

**Customer Service Representative**

* Ensured that all cash handling procedures are done in accordance to policy and procedure as well as in a timely manner.
* Opened, closed and balanced register and records information on a balance sheet.
* Regularly identified and informed Customer Service Supervisor and Loss Prevention Supervisor of register variances and errors.
* Provided change for registers and collects cash and media pick-ups.
* Maintained a neat, clean and organized work area.
* Ensured prompt removal of merchandise returns and holds.
* Ensured that all merchandise is folded, hung, tagged and priced before returning to the sales floor.
* Processed damages and the appropriate paperwork correctly.
* Directed customers to appropriate inquired area to ensure a pleasurable shopping experience.

**Care Giver**

* Preparing bottles for babies and care for feeding equipment
* Dressing children appropriate to the child's activities
* Preparing meals and supervising meal times
* Washing and ironing children's clothes
* Scheduling and coordinating children's activities
* Administering appropriate educational activities with the children.
* Conducting appropriate outdoor activities with the children.
* Planning and supervising rest, bed and nap times.

**Employment/ Intern History**

**Intern,** Communities In Schools, Charlotte, NC2019-2020

**Servant Leader Intern,** Freedom School Partners, Charlotte NC2018-2018

**Lead Teacher,** Union County Public Schools,Indian Trail NC 2015-2018

**Customer Service Rep*,*** Plato’s Closet, Matthews NC 2012-2013

**Care Giver,** Medley’s Day Care**,**Wadesboro*,* NC2010-2012

**Seminars and Trainings Attended**

**March is social work month lecture series**

**March 28, 2019**

**assisted congresswoman alma adams**

**March 28, 2019**

**Safe alliance**

**August 29,2019**

**Partnership and presentation fair-presented on panel**

**September9, 2019**

**crisis ministry training**

**September13, 2019**

**Pflag training (parents and friends of lesbians and gays)**

**September 23, 2019**

**Mental health workshop**

**September 25, 2019**

**School Discipline for children with disabilities**

**February 5, 2020**

**ReCast Trauma Training**

**February 28, 2020**

**Organizations**

**Delta Sigma Theta Sorority, Incorporated**

**Phi Alpha Honor Society**

**National association for Black social workers**

**National association for social workers**