

Dewana Posely

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Dallas, Texas

EXPERIENCE

Metrocare service, Dallas, TX — Qualified Mental professional
December 2022 - present

- Manage client-facing projects, including EHR software implementations, by collaborating with IT to enhance productivity.
- Support clients throughout the project lifecycle, from planning to implementation, ensuring high engagement and satisfaction.
- Conduct detailed assessments that informed program updates, leading to a 15% improvement in client satisfaction scores.

48in48, Atlanta, Georgia- Volunteer Project Manager
May 2024-present

- Utilize tools like Trello, Project Board, and Slack to monitor project status, identify roadblocks, and communicate progress to stakeholders.
- Directed a team of 4 in building a website for a non-profit in 48 hours, achieving full functionality and a 95% client satisfaction rate.
- Successfully launched the website on time and within scope, providing a 10% increase in client engagement with the platform post-launch.

Dallas Independent School District, Dallas, TX- Homeless Education program

October 2022-December 2022

- Collaborated with local shelters, schools, and community organizations to create a referral network, increasing access to essential services (e.g., tutoring, counseling, meals) for homeless students by 30% within the first six months.
- Implemented school transportation and uniform assistance programs that reduced absenteeism by 15% among homeless students, ensuring equitable access to education.
- Leveraged data from needs assessments and case studies to identify gaps in service delivery, leading to a 25% increase in resource allocation for homeless students in critical areas like transportation and

SKILLS

Project Management: Proven ability to plan, execute, and oversee projects from conception to completion.

Communication: Excellent written and verbal communication skills, adept at conveying complex ideas to diverse audiences.

Team Collaboration:

Experience working collaboratively with multidisciplinary teams to achieve common goals.

Community Engagement:

Strong skills in building and maintaining positive relationships with community members and stakeholders.

Problem-Solving: Analytical

thinker who can identify challenges and implement effective solutions.

counseling.

Health Connect of American, Chattanooga, TN— Family Development Specialist

March 2022- July 2022

- Built strong relationships with stakeholders, fostering open communication to address client needs effectively.
- Collaborated with stakeholders to remove barriers and improve client access to essential services, contributing to positive client outcomes.
- Maintained a 98% stakeholder engagement rate by providing timely updates and addressing client needs proactively.

Volunteer Behavioral Health, Chattanooga, TN-Crisis Triage Navigator

October 2021-February 2022

- Leveraged SaaS tools to manage client communications, task tracking, and live chat functions, optimizing workflows and improving client experiences.
- Provided direct support to clients, identifying their needs and directing them to appropriate resources, enhancing client satisfaction and engagement.
- Proficient in Microsoft Office; Word, Excel, PowerPoint, Outlook, Access, and Project.

The Bethlehem Center, Chattanooga, TN- Internship

August 2020- June 2021

- Provided administrative support to the management team, including scheduling meetings, managing calendars, event planning, errands, and managing communication.
- Conducted research on social-emotional learning that informed program activities, contributing to a **20% improvement in participant outcomes** as measured by follow-up surveys.
- Spearheaded a social initiative that increased community awareness of mental health resources, reaching over **500 community members** and positively impacting overall program reach.

State of Tennessee Children Services, Chattanooga, TN- Juvenile Court Liaison/case management

January 2017-August 2021

- Built and maintained strategic partnerships with local organizations and government agencies, resulting in a 15% increase in service availability for families in need.
- Streamlined communication between Children Services and the Juvenile Court, reducing case

processing times by 20% and improving case resolution efficiency.

- Mentored participants in personal and leadership development programs, contributing to a 10% improvement in participant completion rates for court-mandated programs.

Crown Full of Curls, Nashville, TN- Project manager

January 2015 - July 2016

- Led a visibility campaign that increased brand awareness by 30% and achieved a 10% growth in sales through strategic partnerships and online marketing.
- Designed a content strategy that enhanced organic website traffic by 20%, supporting a 15% boost in customer engagement.
- Utilized Lean Six Sigma principles to identify process improvements, reducing content production time by 25% and enabling a faster turnaround for client projects.

Girls Scouts of Southern Appalachia, Chattanooga, TN- Volunteer

March 2017- May 2019

- Coordinated over 20 troop meetings and activities, maintaining a 100% safety record and fostering a supportive environment that encouraged skill-building and confidence.
- Successfully organized and led annual camping events for 50+ participants, achieving a 95% parent and participant satisfaction rate for well-organized and safe activities.
- Mentored young girls in essential life skills, contributing to a 15% increase in troop retention year-over-year.

EDUCATION

Tennessee State University, Nashville, TN— Bachelor's *Degree*

Social Work