

Laverne Head
1343 S. Kolin Ave. Chicago, IL 60623
Cell: 312-218-2647 Email: LaverneHead@Gmail.com

Professional Summary

Forward-thinking professional accomplished in aiding organizations with project management. Manage and organizing projects and providing stellar executive-level support. Analyze, prioritize, and complete tasks with professionalism and sound judgement.

Work Experience

New Covenant Community Development Corporation (NCCDC) – Chicago, IL

Business Development Manager - December 2021 – Present

- Maintain current client relationship and identifying areas for potential clients
- Contacting potential clients to establish a business relationship and meet with them
- Research the latest in the business industry and creating new opportunities to expand business
- Strong understanding of company products or services as well as business position and competition to keep business competitive
- Collaborate and educate small business owners through financial management course
- Assist with tracking and maintain data metrics for funders database
- Assist with developing marketing materials

Erikson Institute - Chicago, IL

Online Adjunct Faculty Instructor - August 2021 – Present

- Maintain student engagement through creative and learning activities
- Collaborate with fellow colleagues to promote positive and welcoming learning environment
- Evaluated and supervised student activities and performance levels to provide reports on academic progress
- Encourage students to actively participate in class through positive reinforcement and engagement techniques
- Applied creative instructions methods to promote student learning objectives
- Adapted methods of instruction and classroom materials to address individual student needs
- Participated in continuing development and training to bolster professional teaching skills
- Identified valuable online resources to use in conjunction with lectures and coursework

Erikson Institute - Chicago, IL

Online Part-time Graduate Instructor Assistant - June 2021 – August 2021

- Assist faculty members with classroom instruction, exams, record keeping and other miscellaneous projects
- Assist students with course materials and answer emails from students to ensure proper understanding of the course materials
- Correspond with students on Canvas and lead group discussions
- Serving as primary instructor for group discussions
- Provide support by mentoring students
- Meet with students during office and non-office hours

Service Employees International Union (SEIU) – Chicago, IL
Child Care Instructor – October 2021 - Present

- Developed Instructional materials covering required topics and learning objectives
- Integrate multimedia technology in classroom instruction for well-rounded and engaging approach to instruction
- Source appropriate course materials to support variety of student learning needs and styles and deliver content in relevant and distinctive ways
- Maintain student engagement through creative subject delivery and learning activities
- Encourage student participation through positive reinforcement and engagement techniques
- Apply creative instruction methods to promote student learning objectives
- Participate in continuing development and training to bolster professional teaching skills

Service Employees International Union - Chicago, IL
Child Care Facilitator – November 2020 - Present

- Plan, guide and manage an online course via Zoom to ensure course objectives are met with clear thinking and engaging participation
- Provide Positive and welcoming experience when collaborating with adult learners
- Maintain quiet, safe, and respectable online classroom environment to enable participants to engage and learn
- Establish and enforce rules for behavior and procedures for maintaining order among online class
- Prepare and submit class close out reports for course evaluation, attendance, certificates, and payments

Governor’s Office of Early Childhood Development - Chicago, IL
Executive Assistant – November 2020 – December 2021

- Provide day-to-day support and managed Executive Director calendar
- Address top-level, high-priority issues with professional administrative discretion
- Provide administrative support to ensure efficient operation of the Illinois Early Childhood Interagency Team (IAT), Preschool Development Grant Birth through Five, PDG B-5 Renewal Grant and the Early Childhood Construction Grant Program
- Assist in preparation of scheduled reports for the PDG B-5 Renewal Grant and the Governor’s Office
- Coordinate office projects in collaboration with the Business Manager to achieve efficient office flow and employee productivity, including training, supplies, office equipment, maintenance and repairs, housekeeping, and office maintenance/management
- Develop and maintain filing systems to support GOECD programs and PDG B- 5 activities.
- Book travel arrangements
- Submit and reconcile reimbursement requests
- Function as point of contact for external partners, including state agency representatives
- Provide support and data gathering for PDG B-5 Annual Performance Progress Report
- Other duties as required or assigned by the Executive Director

Our Leaders of Tomorrow – Chicago, IL
Licensed Family Child Care Provider

February 2012- November 2020

- Provide leadership and supervision of interactions, activities, and materials that are developmentally appropriate for children’s cognitive, emotional, social, language, and physical development

- Plan, manage and monitor the Family Child Care Program revenue and expenses
- Protect and enhance the health and safety of all children enrolled in program
- Maintain an inviting physical environment which fosters optimal growth and development
- Inform and welcome parents as observers and contributors to the Family Child Care program
- Planning and disseminating daily learning activities that in alignment with the Red Leaf Curriculum and Illinois Early Learning Guidelines and Standards
- Preparing daily learning activities that are safe, engaging, fun and stimulating for a mixed age group of children
- Preparing nutritious snacks and meals in alignment with the Child and Adult Care Food Program
- Assists in the marketing and distribution of program information
- Attend all training sessions, including state mandated courses
- Responsible for the day-to-day safety and well-being of all children enrolled in the program
- Knowledge of successful Child Care practices and quality program development
- Publish monthly newsletter/communication with parents
- Collection of fees and implementing program budget
- Maintained records and data on each child and family

Loyola University Medical Center – Maywood, IL

March 2015 to February 2017

Senior Secretary

- Types and formats correspondence, announcements, reports, and the like
- Aid in completing various projects as needed including summarizing and compiling findings in written reports, spreadsheets, graphs, or another appropriate format
- Aid other support staff with activities related to on- event planning
- Prepare check requisitions, purchase requisitions, and expense reports using Lawson to process requisitions
- Submit and reconcile reimbursement request
- Order office supplies and arrange for maintenance of office equipment and facilities to ensure proper working order and smooth operation of divisions
- Aid with department reporting and metrics; budgets, collect data, create spreadsheets.
- Aid in compiling data to prepare operational reports.
- Maintaining files
- Taking and preparing dictation
- Scheduling appointments, meetings, book travel arrangements

Swedish Covenant Medical Group – Chicago, IL

February 2012 to April 2014

Site Supervisor

- Organize and oversees clinical and administrative support staff in the delivery of Patient Care Service
- Coordinating staff schedules and hours including vacation approval and facility coverage
- Assesses staffing patterns and recommends changes.
- Oversee and manage daily assignments of staff
- Assist in the selection, orientation, and training and performance evaluation of clinical support personnel
- Participates in the orientation of clinical staff and new physicians
- Works with Senior Management to ensure satellite operations and relations are effective and consistent with policies and procedures
- Assists/Performs staff performance appraisals promptly
- Acts as a liaison between clinical support staff, medical staff, and patients
- Identify and resolve issues with billing service

- Monitors staff's procurement of supplies and ordering procedures
- Participates in the development and implementation of operational and clinical policies and procedures
- Ensures compliance with OSHA, CLIA, and other legal and regulatory agencies to ensure standards of performance for quality care
- Aid staff in site preparation for site surveys and inspections
- Resolves operational issues and ensures policies and procedures are disseminated to staff
- Responsible for the facility management activities
- Monitoring and oversight for the upkeep and maintenance of health care equipment in a manner consistent with the highest standard of safety, sanitation, efficiency, and appearance
- Developing creative solutions to staffing and performance challenges
- Excellent time-management and prioritization
- Fostering an environment of teamwork and cooperation and a culture of workplace safety
- Provide immediate verbal updates of serious incidents to the Site Manager, Operations Manager and/or General Manager
- Working with the Human Resources & Quality Department, and the General Manager to perform orientation of new hires
- Works to create a positive work environment and proper deployment of direct support staff

Ann & Robert H. Lurie's Children Hospital – Chicago, IL October 2000 - February 2012
 Program Liaison/Administrative Assistant

- Provide high-level administrative/clinical support for Medical Director, Physicians and Sports Medicine program.
- Served as a liaison between departments and outreach activities
- Proactively developed a vital system that tracks all patient referral and consultation revenue through the Sports Medicine program
- Effectively managed meeting time, speaking engagement and travel commitments to minimize conflicts and optimize Medical Director productive time
- Operate desktop computer to compose and edit correspondence and memoranda, compose, type, edit and distribute agendas and minutes
- Played a key role in the development of various systems for Sports Medicine program
- Data Entry and Maintenance of sports medicine databases
- Coordinate with various staff for resolution on day-to-day administrative issues
- Provide administrative/secretarial support for various physicians such as answering telephones, assisting visitors, and resolving a range of administrative problems and inquiries
- Schedule and coordinate meetings, interviews, appointments, events, and other similar activities for physicians, which also included travel and lodging arrangements

Educational Experience

Cornell University – Ithaca, NY September 2021 – November 2021
 Certification in Diversity, Equity, and Inclusion (DEI)

Erikson Institute August 2018 – May 2020
 Master of Science Early Childhood Education
 Concentration in Leadership & Advocacy
 G.P.A 3.9

Kendall College - Chicago, IL July 2014 – March 2017

Bachelor of Arts Early Childhood Education
Concentration in Small Business Management
Academic Honors
G.P.A 3.66

Malcolm X College – Chicago, IL
Associate of Applied Science Child Development
Academic Honors
G.P.A 3.52

August 2007 – December 2010

Microsoft Office Programs – Certification

June 2002 – August 2004

Computer Learning Center – Chicago, IL
Computerized Business Systems

June 1994 – June 1995

Certifications

Cardiopulmonary Resuscitation
First Aid

Date Awarded

04/30/2022
04/30/2022

Date Expires

04/30/2024
04/30/2024

Gateway to Opportunity Credentials

ECE Credential - Level 5
Infant Toddler Credential - Level 5
Family Child Care Credential – Level 5
School Age Youth Development Level 5

Date Awarded

08/28/2017
10/3/2017
05/16/2017
7/15/2020

Date Expires

12/31/2023
12/31/2023
12/31/2022
12/31/2026

Presentations

Erikson Institute - Chicago, IL
Business Administration Scale (BAS)
Business Formation for Family Child Care
Managing Budgets for Family Child Care

Town Square – Indianapolis, IN
Budgeting for Family Child Care
Emergency Policies for Family Child Care
Policies for Family Child Care

Professional Trainings

West Suburban Family Child Care Association
Family Child Care & Quality

Spark Learning Lab – Indianapolis, IN
Reflection Training for Coaches

Awards

Paula Jorde Bloom Scholarship
Pelino Family Scholarship

Date Awarded

01/2020
08/2018