

Ms. Darnelle Bowles

Professional Summary

Over twenty five years of combined experience processing government claims, interviewing techniques and conducting surveys, training sessions and public speaking. Knowledge in strategic planning, strong communication and administrative skills, and processing personnel disputes

SKILLS

Benefits Administration	Development of Training Programs/Workshops
Interviewing Techniques	Records Maintenance/Custodian
Personnel /Administrative Management	Employee Relations

WORK HISTORY

Community Forward Team Specialist

United Neighborhoods Centers of Milwaukee April 2014-June 2015
710 W Plankinton Ave, Suite 740, Milwaukee WI 53202

As a Community Forward Specialist, responsible for sharing information with parents who visited healthcare agencies in Milwaukee, in order to increase parent's knowledge on the importance of immunization from birth to age 18. Interviewed and conducted surveys with parents educating them on State policies, conducting surveys and test modules completed by parents, to be used by the program manager to gather statistical data for monthly reports. Served as a mentor and assisted in establishing a Mentoring program to assist in staff retention. Organized and led weekly staff meeting and assisted the management team with collaborating on monthly projects to be share with community health agencies in order to implement procedures related to childhood immunizations, and increase parent awareness on the importance of immunizations.

PARENT/CAREGIVER ADVOCATE

Medical College of Wisconsin September 2013-April 2014
8701 Watertown Plank Road, Milwaukee, WI 53226

Served as a company representative at healthcare events to promote company objectives and share information pertaining to healthcare policies in the State of Wisconsin. Attend weekly training sessions with eight pediatricians under the tutorial academia of Dr. Earnestine Willis, sharing my experiences as a parent/caregiver and the challenges I faces dealing with healthcare providers while caring for my mother and children. This process was to assist the intern medical staff with having a better understanding in cultural diversity, prior to moving into full practice upon completion of the Intern Program.

Disability Claims Representative

Social Security Administrative June 1991 to August 2000
Milwaukee, Wisconsin Area Office

Conducted face to face and telephone interviews for both adults and children filing for Social Security Disability Income (SSI). Processed both approved and, denied disability claims. Conducted overpayment

reviews. In addition I was responsible for processing written decisions and notification on pending claims, when additional medical information was requested by the State Disability Branch in Madison. Processed "Request for Appeals", and shipped files to various locations throughout Social Security administration regions. Responsible for processing files on all closed claims after six month, and shipping to Records holding area in Baltimore. Presented Disability workshops for Social Services Agencies, and conducted staff training when changes were implemented by Headquarters.

EDUCATION

Master in Social Worker	December, 1999
University of Wisconsin, Milwaukee	
Bachelor of Art	June 1983
University of Parkville, Parkville MO	

MILITARY SERVICE

United States Active Duty	June 1978-June 1990
United States Army Reserve	August 1990-June 1991
Recipient of Meritorious Award US Army	June 1990

AFFILIATIONS

Graduated of MPD Citizen Academy	2017
President of National Hook-Up Black Women, INC	2013 to present
Vice President @ Large, General Baptist State Convention, WI INC	2005 to present
Block Club Captain, 4200 N 19 th Place	Present
Hillside Resource Center Counter Volunteer	Since 2002
Member of Canaan Baptist Church, Milwaukee, WI	Since 1990