

DENISE R. CUNNINGHAM

EDUCATION

Milwaukee Area Technical College Milwaukee, WI
Associate of Arts and Sciences May 20, 2003
Major: Human Services Minor: Certificate— Microcomputer Skills

EXPERIENCE

Fitzsimonds Boys & Girls Club Milwaukee, WI
Branch Office Manager Jan 2007- present

Major Responsibilities:

- Responsible for the management and operation of the Branch Office. Major activities include clerical work, record keeping, bookkeeping, filing, and reception, supervising office and overseeing data collection on outcome measurement and kid tracking.

Skills:

- Responsible for branch operations when the Executive Branch Director and Program Director are not at the site
- Supervise Data Manager and other clerical staff in accordance with policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints and resolving problems.
- Assist with the collection, input, analyzes and disseminates program-related files and outcome information through various complex spreadsheets
- Deliver and implement timely outcome measurements and program reports as requested by the government grants division, the development office and Vice President of Operations.
- Maintains supply of purchase requisitions and check request forms; issues those requisition and request forms to staff; keeps ledger of staff expenditures.
- Prepares and submits invoices for payment, financial deposits; insures proper receipt of all Branch income; maintains adequate supply of receipts, records and monitors cash
- Prepares Branch payroll for submission and disperse bi-weekly payroll checks to employees
- Answers telephone and direct calls to appropriate staff
- Sorts and distributes incoming mail and controls postage
- Maintains up-to-date mailing lists for the Advisory Council, as well as, other committee groups
- Maintains Branch files including but not limited to personnel budgetary, outcome measurement reports
- Operates and maintains office equipment and order supplies
- Schedules meetings and coordinate travel arrangement for field trips, meetings, and etc
- Proficient in Microsoft Word, Excel, Access, PowerPoint, Windows/Internet Explorer, etc

Social Development Commission Milwaukee, WI
VITA Tax Coordinator Dec 2006-2008

Major Responsibilities:

- To assist low income residents in achieving financial independence

Skills:

- Supervise and train Tax Preparers
- Electronically file returns and solve rejects issues
- Design and update reports
- Ensure tax payer receives all tax credit to maximize refunds
- Probe for all pertinent information needed to ensure client eligibility for services
- Accurate data entry and retrieval of information using the internet and Microsoft Office Suites
- Proven time management, organization, problem solving and conflict resolution skills
- Proven ability to secure and maintain confidentiality of client information

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Social Development Commission
Energy Processing Specialist

Milwaukee, WI
Jul 2006-2008

Major Responsibilities

- Conduct interviews of applicants seeking energy assistance and inputs application information directly into computer system

Skills:

- Conduct client interviews of individuals seeking energy assistance.
- Assist clients with the energy assistance application process.
- Probe for all pertinent information needed to ensure client eligibility for services; including contacting fuel vendors and other outside agencies
- Review computerized data sheets.
- Secure and verify collateral data.
- Refer social service problems to case managers.
- Enter information and factual data on case records using the CARES system (state computer system).
- Prepare and expedite agency forms.
- Maintain records and reports.
- Accurately document information taken from applicant's income forms, bills, etc. and input into computer system.
- Complete/maintain daily report applicant tracking information

Bureau of Milwaukee Child Welfare
Visitation Specialist

Milwaukee WI
Jan 2003-2005

Skills:

- Transport/Supervise children from placement site to scheduled visitation site (supervise in-home visits)
- Facilitate/Monitor/Supervise visits to assess appropriateness of parent/child interaction
- Produce documents and assessments as well as making referrals and case management
- Coordinate travel arrangements

EXTRACURRICULAR ACTIVITIES

- National-Vocational Honor Society
- Phi Theta Kappa Honor Society

References Available upon Request