

Latifah Douglas

Philadelphia, PA 19143

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Tutor/ Mentor

City Year - Philadelphia, PA

July 2018 to Present

- Collaborate with a diverse 12-person team to serve 544 students at Penn Treaty High School in Northeast Philadelphia, Pennsylvania through targeted academic and social and emotional interventions to keep students on track for high school graduation
- Compile, analyze, and evaluate weekly student performance data to create individualized success plans used to tutor 11 below-level 10th grade literacy students, coach 5 attendance students on goal directed behavior and accountability, and mentor 3 students in social and emotional learning
- Exceeded City Year Philadelphia goals for grade prevention (GP) and grade recovery (GR) with 100% of eligible students achieving GP and 75% of eligible students achieving GR
- Lead 30 community volunteers in a school beautification project as a project coordinator

Collateral Docs/Mail room Specialist

Rosenberg & Associates - Bethesda, MD

August 2016 to February 2017

Data Entry, Mail Processing, Emailing, Copying, Scanning, Get and distribute mail, served as a liaison between sales support, and the client, Handled all incoming and outgoing collateral documents and mail. Made sure collateral work was cleared in a timely manner. Proactively manage the collateral pipeline "Excel Spreadsheet" through available reporting, identified collateral issues as it pertains to the original note, bailee, security instrument, and allonge, Scan and upload documents, input its data and send to the correct person, Proficient in MS Office Suite (Word, Excel, PowerPoint, and Outlook), Answer Phone/Make Calls Customer Service, Scanned and uploaded incoming mail as checked in, scanned and uploaded return mail.

Director Assistant

YMCA - Philadelphia, PA

March 2015 to March 2016

Answer Phone/Make Calls Arrange Meetings Customer Service Mail Processing, Emailing, Copying, Scanning, Data Entry. Proficient in MS Office Suite (Word, Excel, PowerPoint, and Outlook)Managed executives itinerary, action items, organize travel schedules and book reservations, calendaring, Provided personal support at the residence, running errands, scheduling of vacations, doctors' appointments, dinner reservations and various other personal responsibilities.

Administrative Assistant

PRWT - Philadelphia, PA

January 2013 to July 2015

Data Entry, Managed executives itinerary, action items, organize travel schedules and book reservations, calendaring , Maintained accurate, up-to-date and confidential personal and client files, Provided strategic support to Executive's team ,Facilitated day-to-day contact via email and phone with influential on Executive's behalf, Prepared, recorded, checked over and proofread correspondence, invoices, presentations, brochures, publications, reports and relevant material , Recorded and prepared minutes of meetings , Oversaw and managed proactive outreach to potential clients by building awareness of company and coordinate introductory meetings as necessary, Created yearly operational budgets, Monthly invoicing and contracts for clients, (Microsoft Excel, Microsoft Word, Microsoft Outlook, Microsoft PowerPoint) Assisting the CEO Answering and Making Calls Attending Meetings as an Assistant Customer Service Arrange Meetings Emailing, Copying, Scanning Mail Processing (Basic Office Skills) Records Maintenance. Created Policies & Procedures, Oversaw the day-to-day operations, Managed all vendors and track quality vendors for future purposes, planned office space and internal moves, Managed logistics related to office openings and/or relocations that adhere to agency standards, Oversaw new hire facility orientations (integration plan, tour of facility, security instruction, etc.), Established sub-lease relationship and invoicing each month

Pre-School Teacher

YMCA - Philadelphia, PA

February 2012 to July 2013

Monitored Children Read to Children Organized Supplies Help with Homework. Help Plan Fun Games and Create a Safe Environment Sometimes Ride School bus To pick up and Monitored Children

Sales Associate/Office Assistant

Aerie By American Eagle - King of Prussia, PA

November 2012 to January 2013

Provide Customer Service, Advise clients or customers Answer customer or public inquiries, Arrange merchandise display, Greet customers, Use sales techniques Answer Phone Calls, Organize Shifts Data Entry.

Teachers Assistant

Discovery Charter School - Philadelphia, PA

November 2006 to June 2007

Monitored Children Help Plan Fun Games and Create a Safe Environment Engage With Children Read To Children Organized Supplies Graded Students Work Data Entry.

Education

B.S in Criminal Justice/Forensic Science Law

Southern New Hampshire University Criminal Justice

July 2016 to May 2019

Skills

Customer Service, Data Entry, Arrange Meetings, Proficient in Microsoft Excel, Microsoft Outlook, and Microsoft PowerPoint & Microsoft Word. Basic Office Skills, Copying, Scanning, Phone, Invoicing Handling Money, 10key Data Entry, Type 45-60 Words Per Min. Managing Calendars, Customer Support, Mail Handling & Distributing. (5 years), Math, Tutoring, Reading, problem solving, Typing, Powerpoint, Filing, Organizational Skills