

Jensine Reeder

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Profile

Performance-Driven Project Manager & IT Professional (Data & Technology Manager)

with extensive experience and strong skills in the following areas:

- Federal Grant Management
- Managing the Reporting & Compliance of Community Impact Projects
- Managing CM System, Emergency Food & Shelter Program, DSS Childcare Initiative & Publix Funds
 - IT Management
 - Supporting Team in Aligning with Project & Organizational Goals
- Conducting Training (Enterprise Database)
- Maintaining System Requirements & Quality Improvements
 - Collaborating with End-Users/Partner Agencies
 - Analyzing Applications
 - Database Security

Strengths

- **Background encompasses Community Impact Project Management and Data & Technology Management experience** utilizing a strong work ethic, an attitude to “go the extra mile,” and a commitment to meeting and exceeding organizational objectives.
- **Strengths:** Proven leadership skills; strong project management skills; analytical; strong IT technical skills; positive attitude; excellent communication skills (skilled public speaker); self-motivated; achievement-oriented; works well independently or in a team environment; skilled at multi-tasking; highly organized; efficient in fast-paced environments; creative; enthusiastic; proficient in time management, critical thinking and problem-solving; innovative.

Areas of Expertise

- Nonprofit Project Management
- Data & Technology Management
- Network Administration
- Recommending Solutions
- Problem Solving
- Recovery Specifications
- Meeting Reporting Needs for Internal Data Collection & Analysis
- User Management
- Completing Maintenance Requirements
- Computer Lab Management (College)
- Paralegal Functions & Notary Public
- Supervision & Department Management (Call Center)
- Maintaining Enterprise Database
- Evaluating Existing Systems & Designing Proposed Systems
- Data Restoration
- Installing New System Designs
- Providing Technical Support
- Administration of Request for Proposal (RFPs) Process
- Public Speaking/Presentations
- Evaluating Computer Operating Systems & Hardware Products
- Managing Client Management Database

Technical Skills

- **Languages:** Microsoft Visual Basic.net I
- **Software:** Microsoft Office; SQL; Apricot; StratusLIVE; CRM Database; Trello; Gantt; Windows Server; Windows Exchange Server; VMWare; Cisco Routing & Networking; VoIP; QuickBooks; SAP; DBAN; GoForte; TrialWorks; LexisNexis; WestLaw Office Management; Microsoft Windows XP, 7, 8, 10

Education

- **Bachelor of Science in Business (March 2019), GPA: 3.7,** University of Phoenix (Online)
- **Associates of Applied Science in Computer Technology – Network System Administration (May 2014),** Greenville Technical College, Greenville, South Carolina; Honors: Phi Theta Kappa Honor Society

Professional Experience

- **United Way of Greenville County**, Greenville, South Carolina **2014 to Present**
Director of Community Resources (2021-Present)
- Directs and supervises the day-to-day operations of the Greenville County Resource Line.
 - Provides leadership to ensure supportive working conditions and timely resources required to recruit and retain professional staff.
 - Develops annual goals and objectives in keeping with the Theory of Change; develops and oversees budgets for GCRL.
 - Compiles, analyzes, and develops statistical reports on services provided, availability of needed resources; analyzes call data and monitors trends; assists with community needs assessment process as appropriate.
 - Supports the development of new/improved software for the Greenville County Resource Line by providing direction, feedback, and testing.
 - Ensures that information included in the resources database is vetted and correct.
 - Maintains regular contact with social service organizations to develop new resources to those in the greatest need.
- Senior Project Manager of Community Impact** (2019-2021)
- Manage day-to-day activities of all unique projects under Community Impact, including the Emergency Food & Shelter Program, DSS Childcare Initiative, AmeriCorps/VISTA, VITA and Publix Funds federal grant management.
 - Manage the CRM System Apricot, holding training sessions for partners and creating on-demand tutorials for partners; provide technical assistance to partner agencies as needed.
 - Oversee and provide updates for the use of Apricot for AmeriCorps, VITA, VISTA, EFSP, and all Partners.
 - Make periodic technology needs assessments and make recommendations for internal technology.
 - Manage all local and federal requirements, required reporting, and partner relationships.
 - Communicate all requirements, reporting deadlines, and new guidelines to partner agencies and internal staff.
- Data & Technology Manager** (2014-2019)
- Lead Trainer for enterprise database; conducted training sessions with over 70 funded partners, their support staff, and UWGC staff to ensure their knowledge of system requirements and ongoing quality improvements.
 - Identified database requirements by collaborating with users/partner providers, analyzing applications, programming, operations, evaluating existing systems and designing proposed systems.
 - Recommended solutions by defining database physical structure and functional capabilities, database security, data restoration and recovery specifications.
 - Installed new system designs by proposing conditions and flowcharts, recommending optimum access techniques and coordinating implementation.
 - Maintained database performance by calculating optimum values for database parameters, executing new releases, completing maintenance requirements, and evaluating computer operating systems and hardware products.
 - Met all biannual reporting needs for internal data collection and analysis; built all forms, reports and grants; provided technical support, training and instruction creation; administration of all funding cycles; user management.

Prior Professional Experience

- **Lab Manager**, Greenville Technical College, Greenville, South Carolina (2014-2014)
- **Paralegal**, Law Office of Fletcher N. Smith, Jr., LLC, Greenville, South Carolina (2011-2012)
- **Lead Supervisor**, Alorica, Inc., Greenville, South Carolina (2009-2010)
- **Senior Department Manager / Trainer / Customer Service Manager**, VP Marketing LLC, Atlanta, Georgia (2007-2009)
- **Paralegal**, Law Office of Theo W. Mitchell & Associates, LLC, Greenville, South Carolina (2001-2007)

Training

- **Grassroots Leadership Development Program (2019)**
- **Project Management Core Course (2019)**, Greenville Technical College, Greenville, South Carolina
- **Harvard Management Mentor Certification (2019)**
- **Nonprofit Board Education Certification (2018)**, BoardSource Governance Training
- **Cisco Networking Academy:** CCNA Exploration: Routing Protocols & Concepts; CCNA Exploration: LAN Switching & Wireless; CCNA Exploration: Network Fundamentals

Public Speaking Engagements

- Stronger United Community Awards, United Way of Greenville County (March 2021)
- United Way Rally for Community Change, Greenville Convention Center (September 2019)
- Wake Up Greenville Workforce Development Panel, United Way of Greenville County (August 2019)
- United Way's Awards Luncheon, Greenville Convention Center (February 2019)
- Neighborly Faith Series – How to be a Better Neighbor, Augusta Heights Baptist Church (October 2018)
- United Way's A Rally for Community Change, TD Convention Center (September 2018)
- Overcoming Obstacles to Student Success Conference, Greenville Technical College (August 2018)
- GE Leadership Lunch, General Electric Company (October 2017)
- Faculty Senate Campaign, Greenville Technical College (September 2017)
- Management Campaign Meeting, Greenville Technical College (September 2016)
- Employee Campaign Meeting, Thomas McAfee Funeral Home (August 2016)
- Loaned Executive Training, United Way of Greenville County (July 2016)
- Executive Team Meeting with CEO Pete Selleck, Michelin North America (July 2016)
- A Night of Empowerment – Table Facilitator, Greenville Housing Authority (February 2016)
- Youth Volunteer Engagement, GREEN Charter School (January 2016)
- Bank of America Campaign Kickoff, Bank of America Corporate (October 2015)
- Palmetto Society Employee Meeting, Lockheed Martin Aeronautics – Donaldson Center (October 2015)
- Employee Campaign Kickoff, Coldwell Banker Caine (September 2015)
- Employee Campaign Meeting, GE Manufacturing (September 2015)
- GE Leadership Lunch, General Electric Company (September 2015)
- Campaign Meeting, Renewable Water Resources (ReWa) (July 2015)
- UWGC Staff Meeting – Internal Campaign, United Way of Greenville County (March 2015)
- Campaign Retreat, TD Corporate Office (February 2015)
- Social Innovation Fund Webinar – Riley Institute, Furman University (October 2014)
- United Way Women's Leadership Luncheon, TD Convention Center (September 2014)

Video Presentations

- Women's Leadership Luncheon, 2014 – <https://youtu.be/WIIVLgrteF4>
- United Way of Greenville County Highlights, 2014 – <https://youtu.be/Dehk4yb9wSI> (Voiceover at the end)
- Pacesetters, Let's Get it Started, 2016 – <https://youtu.be/EKzFn6eknuc> (Cameo)
- Greenville Technical College, 2016 – <https://youtu.be/UXtazgoZfIE>
- Jobs to Careers Program, 2016 – https://youtu.be/V6DU_D2QUB4
- General Electric (GE) Leadership Lunch, 2017 – <https://youtu.be/su3VNG2Vp2A>
- Stronger United Community Awards, 2021 - <https://youtu.be/SnR9eBwnm6Q> , <https://youtu.be/HP-B-gqmPHo>

Community Activities / Memberships

- Member of Project Management Institute (Recognized for invaluable commitment to strengthening Greenville Communities)
- Board Chair, Pathway to Prosperity Foundation
- Board Member, Vaughn Newman Dance Studio

References Available Upon Request