

# CHARLENE A HARRISON

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## Objective

To aspire to work for a company that allows me to utilize my experience and knowledge and become an asset to their organization.

## Profile

Experienced professional with 10+ years of progressive experience in various positions functioning in Client Account Implementation, Staff Training, Customer Service, and Support.

## Summary of Qualifications

Highly motivated Team Lead with excellent communication skills  
Skilled in Risk Management and Troubleshooting  
Critical thinking and time management  
Proficient in all Microsoft Office applications  
Adept in Workspace, Salesforce, SharePoint, Siebel, and Jira  
National Association for Professional Background Screening Certification  
Commissioned Notary

## SKILLS

- Proficient in Word, Excel, and PowerPoint
- Attention to detail and research
- Managed large groups of people
- Critical thinking and problem-solving
- Booking and planning
- NAPBS Certified
- Monday.com
- Slack
- Onboarding
- Background Screening
- Training
- Education and Employee Verification
- Media, tape duplication, camera, production
- SMappy

## EXPERIENCE

APR. 2022 - CURRENT

### GRANTS & BUSINESS MANAGER

- Develops and shares with the team annual grant calendar with key milestones and details to ensure smooth team and community engagement with all grant activities.
- Develops detailed calendars for each grant to ensure that all items required for a successful launch and run of the grant program are addressed.
- Communicate with team members to ensure that deliverables they may be responsible for are requested timely and delivered as required.

- Make sure that all grant public-facing materials (guidelines, FAQs, applications, contracts, etc.) are reviewed and up to date for every grant launch to ensure that all needed documents and processes are in place and correct.
- Launches grants.
- Creates/oversees the creation of workflows for new grants as they are planned and launched.
- Monitors and coordinates all aspects of the grant application and workflow function, including applications, grantee communications, payments, and record keeping.
- Reviews grant applications for accuracy and communicate to the applicant and/or staff as necessary to address any shortfalls or concerns.
- Identifies and recruits grant panelists to communicate and schedule grant panels. Manages panel meetings and oversees scoring, etc.
- Coordinates and oversees the creation, distribution, and compliance of contracts with grant recipients and participants.
- Coordinates with team resources to ensure the timely launch of the grant program.
- Pays careful attention to detail to ensure that all aspects of the grant program are functioning and that all materials are timely, accurate, and correct.
- Communicates with grantees and other stakeholders throughout the application and grant period.
- Collects and oversees appropriate documentation for all grant processes.
- Manages grant management system.
- Oversees all grant payments and documentation.

#### **OCT. 2019 – APR. 2022**

##### **OFFICE MANAGER, CREATIVE PINELLAS, INC.**

- Establish and implement logistics processes for events/facilities
- Communicate with county facilities management to address facility issues and questions
- Schedule the event, marketing, facility, and office calendar
- Coordinate with the Creative Pinellas team, partners, and stakeholders to oversee the use of the facilities, payments, scheduling, etc.
- Establish and monitor SOPs/ Documentation
- Manage office supplies, office equipment needs, etc.
- Oversight of organization of common areas
- Help with set up and breakdown for meetings and events

##### **FINANCE**

- Accounts payable and accounts receivable for Creative Pinellas
- Oversight of accounts payable and receivable for events, facilities, and grants
- Budget support
- Financial management documentation and reporting
- Audit documentation and reporting
- Grant documentation, administration, and reporting

##### **BOARD AND EXECUTIVE DIRECTOR CARE**

- Provide administrative support to the ED and Board as needed
- Keep minutes
- Schedule Board meetings
- Keep Boardroom Diary
- Maintain, create, and distribute Board documents and materials
- Respond to Board queries and requests for communication as appropriate

**NOV. 2015 – AUG. 2019**

**SR. OPERATION SUPPORT SPECIALIST, JD PALATINE (JDP)**

- Act as a liaison between strategic clients
- Manage customer relations
- Onboarding
- Train clients and JDP new hires on the platform
- Provide analytical, analysis, and specialized administrative support
- Create and modify client accounts
- Process background screening cases
- Keep records of all customer interactions, as well as actions taken
- Support the implementation of process improvements
- Provide customer service to external and internal clients
- Coordinate and administer systems
- Assist other teams as a backup with assigned duties

**JAN. 2003 – NOV. 2015**

**SENIOR IMPLEMENTATIONS SPECIALIST, FIRST ADVANTAGE 2010 - 2015**

- Collaborate with Project Managers in enterprise client accounts >100k for nationwide background screening company
- Formulate timelines and strategies into an implementation plan
- Setup and maintain enterprise accounts, including documentation and coordinating resources
- Creating client training sessions and ensuring “go-live” dates are met

**MAJOR ACCOUNT COORDINATOR/IMPLEMENTATION COORDINATOR, FIRST ADVANTAGE 2004 - 2010**

- Maintained 100+ multiple platform types of client accounts via account setup and training
- Teamed with sales force to develop process improvements and abate technical issues
- Forecasted prospects, trends, and vulnerabilities through close client relationship
- Team lead with six direct reports, trained new recruits, created schedules, timesheet approval, and team member appraisals

**NATIONAL CLIENT SERVICES, FIRST ADVANTAGE 2003**

- Received inbound/outbound calls on Automatic Call Distributor (ACD) phone line, assisting clients and applicants with all issues and/or concerns
- Liaison between the operations department and the client to retrieve information
- Assisted with application processing, criminal and verification processes

## EDUCATION

SEPTEMBER, 2016

**BACHELOR OF BUSINESS ADMIN, STRAYER UNIVERSITY**

SEPTEMBER, 2015

**ASSOCIATES IN ARTS IN BUSINESS ADMIN, STRAYER UNIVERSITY**

- Cum laude, honor roll list, Alpha Sigma Lambda Iota Eta chapter at Strayer Univ.
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## ACTIVITIES

Health and Wellness is a passion of mine. I have been on a mission to help find a cure for cancer. Currently, I am in the active role of team lead and on the South St. Petersburg Relay for Life committee board. I have been with this chapter for three years.

In addition to Relay for Life, I participate in Zumba events to raise awareness of being healthier. I've been active in the following ministries in my church: Family Touch Team, Mead/Production, and Choir Manager for a county-wide choir.