

Emmanuel Tunon

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Professional Summary

I'm seeking a position to enhance my critical thinking skills and creative abilities

Authorized to work in the US for any employer

Work Experience

Assistant Store Manager

McDonald's-Atlanta, GA

March 2024 to Present

- provide motivational leadership to the restaurant team
- ensure customers leave satisfied, and make sure that the business is financially strong.
- set the restaurant's goals and creates a plan to achieve the goals.

Caseworker

Bronx Parent Housing Network-Bronx, NY

February 2022 to January 2024

- Provide client with Independent Living Plan (ILP) (CARES), working in collaboration with other Social Service providers and ensures the delivery of comprehensive support services.
- Conducts initial intake assessments. Utilizes assessment tools (CARES) to identify support service needs and makes immediate referrals.
- Tracks and monitors participant progress. Oversees weekly follow up via one-on-one sessions. Follow up with participants through mentoring and counseling. Meets with participants to address issues, challenges and successes to strengthen clients capacity for long-term self-sufficiency.

Housing Specialist/Case Manager

CAMBA-Brooklyn, NY

June 2020 to February 2022

- Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches; monitoring staff performance.
- Admits new clients by reviewing records and applications; conducting orientations.
- Determines clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.

Bilingual Case Manager

Black Veterans for Social Justice-Manhattan, NY

March 2020 to September 2020

- Initiates face to face interview with the residents upon admission to the facility, complete all intakes forms as required by DHS, NYSSA, and assessment program.
- Assist residents who have been improperly referred for relocation.
- Maintain a caseload of 25-30 clients update CARES to reflect the accurate of client history.

Residential Aide Supervisor

Black Veterans for Social Justice-Brooklyn, NY

January 2020 to March 2020

- Providing a variety of support services in a residential shelter.
- Maintain CPR/first aid certification
- Establish and maintain appropriate staff/consumer boundaries and direct consumers to the appropriate staff or department in order to address their needs.
- Engages client assigned to the shelter and provide guidance and advice as needed; interact with clients during meal times, and recreational activities, promote smoke free, and drug free environment.
- Escort and assist clients to HRA, social security Administration and housing interviews as needed.
- Help the client mobilize resources to facilitate moving to permanent housing.

Housing Specialist

Black Veterans for Social Justice-Manhattan, NY

November 2016 to January 2020

- Work with clients to quickly identify housing options, develop a housing plan, and coordinate a move based on the client's transition plan from the shelter to affordable, permanent housing within the desired timeframe. Plan and present housing readiness workshops.
- Work with clients one to one to ensure housing readiness.
- Identify entitlements and assist clients with benefit and housing applications
- Identify and remediate barriers to permanent housing;

Education

Business Administration (Bachelor of Arts)

Brooklyn College-Brooklyn, NY

January 2019 to May 2023

Bachelor of Science

Skills

- Budgeting
- English
- Special education
- Conflict management
- Litigation
- Client services
- Business Development (10+ years)
- LIHTC

- Adobe photos (5 years)
- Business development
- Bilingual
- .NET
- Internet Marketing (3 years)
- Pediatrics
- Sales
- Spanish
- Relationship management
- Hotel management
- Food Service
- Account management
- Customer relationship management
- Organizational skills
- School experience
- Computer literacy
- Multilingual
- Immunology
- Chinese (2 years)
- Communication skills
- Fluent in Spanish and English (10+ years)
- Food Prep
- Kitchen Staff
- Early childhood education
- Children
- Negotiation
- Microsoft Excel
- Sales Experience
- Grill
- Salesforce
- Leadership
- Microsoft Office
- NFS
- Project management
- Product demos
- Documentation review
- Legal drafting
- Customer Relationship Management
- Customer service
- Print advertising (6 years)

- Microsoft Word
- Financial acumen
- Case Management

Languages

- French
- Japanese

Certifications and Licenses

ASE Parts Specialist Certification

ASE Certification

Non-CDL Class C

CDL

Property & Casualty License

Licensed Clinical Social Worker

Life & Health Insurance License

Paralegal Certificate

Certified Notary Public

LBSW

Airframe & Powerplant License

PMP

Certificate of Clinical Competence in Speech-Language Pathology

Speech Language Pathology License

Substitute Teaching Certification

QIDP Certification

LVN

Compact State Nurse License

LMFT

LPCC

LCPC

BC/BE

Certified Apartment Manager

CMCA

AED Certification

Certified Case Manager

Clinical Social Worker

LPN

Enrolled Agent

LSW

LPC

CRC

LMHC

First Aid Certification

Certified Home Health Aide