

Stephenie Hall

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Detail-oriented Specialist dedicated to maintaining safety and improving care for children through investigations and family improvement plans. Proven multitasker with good communication skills and a methodical approach. Prepared to offer years' of experience in the field and take on a challenging position.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Site Supervisor

MVM - United States

April 2021 to Present

Ensure smooth transitions for youth and their families while traveling, through consistent communication

- Improved operations by working with team members and customers to find workable solutions.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Provided excellent service and attention to customers face-to-face or through phone conversations.
- Resolved interpersonal conflicts by listening, finding common ground and building relationships.
- Prioritized and organized tasks to efficiently accomplish site goals, juggled multiple tasks to ensure safe travels and itineraries
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our site and work
- Supervisor and schedule employees
- Expense reports (Pier diem)
- Manage, verifies and submits information pertaining to work requests into the company's scheduling system
- Oversees, refine and document policies, procedures and associated system requirements of the program and schedules, dispatches of vehicles and drivers, monitors speeding levels and provides the appropriate support
- Manages and maintains site vehicle maintenance and program, ensuring vehicles are always clean and fueled
- Maintain a consistent level of communication with all employees, other departments, executive management, interacting with high level authorities between agencies
- Manage; maintain daily office operations, verify all electronic systems are always functioning as well as maintaining, conducting audits, spot checks for quality control

- Oversees employees daily and weekly work schedules in the company's scheduling database while maintaining enough flexibility to meet project demands
- Monitor, coach and mentor staff's performance and to ensure personnel are working issues as efficiently and accurately as possible in a team oriented professional culture

Property Manager/ Office Administrator

Pama Management - Los Angeles, CA

February 2018 to May 2021

- Managed team of 15 professionals
- Schedule maintenance and managers
- Ensure compliance with workplace policies according to safety objectives
- Supervise effective working of production personnel and prepare effective production schedules and ensure compliance to all company policies
- Maintain frequent contact with clients and strengthen rapport between the company and the client through positive relationships.
- Maintain safety and security of the property and the residents at all times.
- Inspect the interior, exterior and common areas of property,
- Collect rent, Deposit,
- Conduct unit inspections outgoing and/ or incoming along with documenting
- Marketing, lease and show vacant units, serve legal notices (3 Day, Covenant or 60 Days)
- Process applications for credit check, Administrative duties and maintain office

Armed Patrol Officer

ACS Security - Los Angeles, CA

June 2017 to January 2018

- Train new hires on field activity and patrol.
- Provide written Daily Observation Reports and Remedial Training Plans for new patrol officers
- Created agendas and communication materials for team meetings.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Monitor and patrol premises to prevent theft, violence, and maintain general security of assigned post
- Maintain incident reports and accident reports,
- Maintain professional communication with clients and patrons while responding to emergency calls
- Remain alert and vigilant while on duty, request emergency personnel for high risk situations.
- Created new programs that resulted in increasing productivity and customer satisfaction.

Jail Training Officer

DeKalb County Sheriff's Office - Decatur, GA

October 2009 to July 2014

- Train new employees on Jail Operation Provide written Daily Observation Reports and Remedial Training Plans for new trainees
- Responsible for overseeing trainees dress code, work performance and code of conduct
- Monitor activities and supervise new trainee work assignments
- Responsible for individuals who have been arrested and are awaiting trial or who have been convicted of a crime and sentenced to serve time in a jail, reformatory, or penitentiary.
- Maintain security and inmate accountability to prevent disturbances, assaults, and escapes.
- Maintain order within the institution and enforce rules and regulations.
- Search inmates and their living quarters for contraband like weapons or drugs, settle disputes between inmates, and enforce discipline.

- Periodically inspect the facilities, checking cells and other areas of the institution for unsanitary conditions, contraband, fire hazards, and any evidence of infractions of rules
- Inspect mail and visitors for prohibited items.
- Report orally and in writing on inmates conduct, keeping a daily log or record of their activities.

Education

Diploma

Richard Gahr High School

Certifications and Licenses

Certified Phlebotomy Technician (CPT)

May 2016 to January 2024

Guard Card

December 2018 to December 2022

Exposed Firearm Permit

July 2021 to July 2023

Fair Housing Management certificate

Present

Assessments

Customer Focus & Orientation — Highly Proficient

August 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Employment Skills

- Maintained excellent customer relations and developed customer rapport
- Diplomatically resolved customers complaints on as-needed basis
- Ability to follow instructions well and make decisions with no supervision
- Motivated and supervised 15+ employees on daily basis