**GLORIA WEST**

**24 HANNON STREET**

**DORCHESTER, MA 02124**

**(857)264-9759**

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**EDUCATION**:

06/2021 **Eastern Nazarene College Quincy, MA**

Master’s in Business Administration

Specialization Marketing and Business Management

05/2011 **Eastern Nazarene College Quincy, MA**

Bachelors in Business Management

**PROFESSIONAL SKILLS:**

* High-quality customer service, systems troubleshooter and results-oriented.
* Reached on an average 10,000 community members at different events and community activities by providing wellness, food, entertainment, community awards, access to services.
* Strong leadership development amongst residents, parents, students, teachers, administrators, and community partners. Maintain highly confidential information private and reports to the necessary systems.
* Proactive in developing prevention strategies with families, communicative with all who collaborate with families.
* Work in a fast-paced environment, reports, and data provided.
* ETO SIS Platform, Microsoft Suite: Word, Excel, PowerPoint; Google Docs, Excel and Word; Apple Software.
* Event planning (e.g. fundraising, marketing, promotions, and coordination)**.**
* Recruitment;hiring and staffing, maintain satisfactory labor-management relations with all MIT bargaining units for laborers; represent MIT in all collective bargaining and contract administration matters; administer grievance procedures, knowledgeable about working in a unionized environment.
* Project planning and program coordination and start-up; entrepreneur, wraparound case management; knowledge of Mass. General Laws Children Requiring Assistance (CRA’s).

**PROFESSIONAL WORK HISTORY**:

05/2019 – Present **CITY OF BOSTON: BOSTON TRAUMA RESPONSE Boston, MA**

**CONSULTANT PSYCHOLOGICAL FIRST AID**

* Rapid crisis response to approximately 300 families and residents impacted by homicides affecting young people (13 – 24); short-term case management, coping groups, and follow-up psychological first aid services.
* Provide support to emotionally traumatized youth and their families on a 24-hour, 365 day a year basis.
* Develop resiliency and to provide support following traumatic events.
* Provide coping and stabilization groups.
* Care coordination and referral services.
* Self-care and preventive care.

03/2020 – Present **CITY OF BOSTON: POLLS Boston, MA**

**ELECTION INSPECTOR**

* The first point of contact for 260 voters at the polling location, personable, proactive, conscientious in setting up and maintain an effortless orderly polling place for all community members voting.
* Monitor all election equipment and troubleshoot any all issues.
* Enforce state and federal election laws.
* Accurately complete Election Day forms and poll books.
* Issue ballots to the voters.
* Deliver election returns, close polls and participate in closing activities.

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Resume of Gloria West

07/2013 – Present **PROJECT RIGHT, INC.: VILLAGE IN PROGRESS (VIP) Boston, MA**

**VIP Coordinator**

* Develop community outreach programs to build coalitions, including public input and outreach by ensuring the leadership role as a major regional partner with schools in the community. Activities such as the Grove Hall Pampering and Wellness Day during January 2020 300 participants.
* Coordinate monthly Red Cross Food Pantry with the Lila Frederick Pilot School with 80 families.
* Collaborate with the Lila Frederick Pilot School-Live Entertainment 6th year at least 500 families and community residents participate.
* Christmas in the City yearly Christmas party for families and their children who have a day of fun and activities for the children. 80 families who are not homeless participated.
* Cultural Monthly Movie Night 60 families participate at the Grove Hall Senior Center.
* Compile statistical information for referrals made for the families and checking in to make sure the services are being utilized.
* Attend meetings, seminars, and forums of interest and staying informed with the new trends and legislative initiatives.
* Communicative with city agencies, businesses, community and faith-based organizations in the area of services available for the families and community.
* Created the VIP Captains and Coordinators' job descriptions, roles, and duties.
* Hire, train, supervise and support VIP Captains and Coordinators neighborhood coalitions including residents, local businesses and schools.
* Support 200 families in developing the life skills to achieve their goals.
* Initiate and sustain contact with the service to 30 organizations.
* Facilitate yearly 25+ community workshops.
* Arrange and staff the monthly VIP Neighborhood Coalition meetings.
* Aid the coalition in developing and updating a Violence Prevention Plan (VPP) for the VIP Coalition with resident input including reducing physical disorder, community response to violence, health referrals, and increasing youth access to employment, after school and summer programming.

11/06 –04/10 **MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT) Cambridge, MA**

**ADMINISTRATIVE ASSISTANT 2**

* Performed administrative and secretarial support functions for the Repair and Maintenance Union Employees.
* Data entry and assisted the Supervisors in maintaining accurate employee labor hours.
* Provided back-up support to the Primary Shutdown Person, the MIT Key Office, and Operation Center Personnel in emergencies.
* Assisted daily with Team line duties and cover Repair and Emergency Response Lines used by all MIT campus.
* Entered information from customer calls into the SAP work order system.
* Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while responding to incoming telephone, email and voice mail, requests for service.
* Respectfully dispatched work to tradespeople via pager and radio systems.

**CERTIFICATES, TRAININGS & AWARDS:**

06/2019 Urban College of Boston 01/2019 Boston Medical Center/ Boston Public Health

Community Advocacy Psychological First Aid Training

09/2017 The COFI Institute 07/2018 Interaction Institute for Social Change

Self, Family & Team Train-the-Trainer Facilitative Leadership

09/2019 National Council for Behavioral Health 09/2016 U.S. Department of Housing & Urban Dev.

Youth Mental Health First Aid USA Grant Writing & Capacity Building

01/2016 Family Independence Initiative Boston 01/2015 Boston Medical Center/Boston Public Health Movement Building Fellowship Award Substance Abuse & Juvenile Addictions