##### Wendy Patricia Coen

**89 Dolly Avenue, Rothdene, 1960, South Africa**

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##### CONFIDENTIAL CURRICULUM VITAE

**Summary** Versatile administrator, fully capable of assuming a wide range of administrative positions with any organization requiring multi-skills in office practices, training and supervision. Professional history reflects a flexible individual with a loyal, hard work ethic, sense of humour, and a commitment to service excellence.

### **Qualifications** **Administrative Strengths**

* Special talent for facilitating teamwork and personal and professional development of supervisees.
* Commitment to encourage self-actualization in colleagues and supervisees.
* Expertly manage information, time, correspondence, and business events.
* Investigative, analytical and creative in approach to problem solving.
* Write and articulate with clarity and focus.

***Technical Strengths***

* Extensive experience in office support, management and/or supervisory functions.
* Computer literate; proficient with MS Office, Access, PowerPoint, and Excel processing systems.
* Proficient with budget development and management.
* Working knowledge of traditional and state-of-the-art office equipment.

### **Personal Strengths**

* Ability to identify the creativity, strength and potential in others and encourage each person to strive for their own greatest potential.
* Poised and professional with both upper level management and support staff.
* Anticipate problems and needs before they arise.
* Work cooperatively or independently, as required.
* Well organized, detail orientated, tenacious and highly motivated.

Employment History

**2010 – 2011, July 2010 to date**

**Teaching English to grades 8, 9, 10 and 11.**

**Riverside High School**

**Cor. Hawthorne and General Hertzog**

**Three Rivers**

**Mr. Martin Laxa (Principal) 016-423-1123**

**2010 – 2010, April 2010 to June 2010**

**Taught Arts and Culture courses to grades 8, 9 and 10.**

**Sir John Adamson**

**Rifle Range Road**

**Winchester Hills**

**Mr. Meyer (Principal) 011-680-2453**

**1991 – 1996,** **June 2000 to August 31, 2008**

**Residential Resources Inc.**

**Comeau Building, #11**

**6 Mary E. Clark Drive, Hampstead, NH 03841**

**(603) 329-5996**

**Served in several capacities with this organization. Performance**

**characterized by rapid rise to executive management within two**

**years.**

Associate Director

* Primary goals and objectives were to support each person to explore, discover, nurture and utilize their own voice, power, and potential to live a life fully integrated in the community with supports as necessary.
* Responsible for monitoring all clinical, philosophical, fiscal and legal aspects of residential and day programs in human services delivery agency, supporting individuals who are diagnosed and dual-diagnosed with developmental disabilities, mental health needs and acquired, or traumatic brain injuries.
* Demonstration and teaching of Company mission and guiding principles.
* Adherence to all human resource policies and procedures.
* Overseeing, assigning and teaching continuing education and training for all assigned employees.
* Proactive recruitment, interviewing, hiring, supervision and evaluation of management team, regular and relief employees, and independent contractors.
* Position requires collaborative communication and team building with consumers, family members, guardians, service coordinators, medical professionals, consumers’ employers, legal professionals.
* Responsible for assessing, evaluating, and developing training modules for employee educational resources, including health and safety, OSHA regulations, communication strategies, worksite reporting and documentation requirements, conflict resolution, gentle teaching, clients’ rights, understanding and supporting effective behaviour, helping people learn useful skills, support through empowerment, and a history of the developmental disabilities system in NH. Responsible for teaching modules to enhance employee qualifications and performance. Responsible for research and curriculum development of educational modules.
* Ensures adherence to He-M and He-P/State regulations with regard to licensure and certification.
* Ensures adherence to Federal regulations.
* Requires staying current with Federal, State/Division, and Area Agency regulations and trends to implement changes, disseminate information, and oversee practices.
* Responsible for ensuring compliance with Public Health, Federal and State/Division regulations.
* Responsible for preparing, reviewing and overseeing annual program budgets, including employee salaries/wages and benefits and working in close cooperation with the fiscal department.
* Ensuring fiscally sound program development, including making expenditure decisions considering all facets of clinical and fiscal responsibilities and, where necessary, develop new program budgets.
* Responsible for ensuring and assuring a healthy and safe environment for consumers, employees and home care providers.
* Responsible for ensuring program compliance of State medication regulations.
* Supervise and/or monitor contract of Nurse/Nurse Consultant.
* Responsible for cultivating and supporting a network of generic community medical and therapeutic resources.
* Responsible for consistently advocating for individual consumer’s legal rights, needs and desires, including reporting of all violations in accordance with Federal and State regulations, and working cooperatively with all external investigations.
* Coordinate appropriate internal investigations.
* Assure HIPAA compliance and maintain the security and confidential of individuals and their records.
* Responsible for creating and monitoring 24-hour emergency response system.
* Responsibilities included interviewing potential providers; checking their backgrounds; assessing residential environments for suitability for individuals who have an interest in living in an ISO situation; interviewing and assessing the needs of the people who are eligible to receive ISO services and supporting possible matches of ISO providers and recipients; management of budgets for each program; weekly contact and support to people living in and providing support in ISOs.
* Oversight and tracking of required Federal, State and Company trainings for providers of ISO services.
* Oversight of daily and monthly documentation in each program; assurance of optimal health for each person receiving support, through tracking of healthcare appointments, goals and objectives.
* Serve on a committee formed to assist the State of Maine in developing minimum standards, policies and procedures for ISOs.
* Coordinate and facilitate annual PCP meetings and PCP review meetings as necessary; writing PCP reports, including goals and objectives as determined by the pertinent person and the support teams.
* Attend management meetings as required.
* Function required flexibility, client advocacy, certification training in medication administration / OSHA / diabetes / clients’ rights and self-advocacy; community integration, development of assisted daily living skills, detailed and accurate implementation and documentation of ICF/MR programs, planning, scheduling and monitoring work and program activities; prioritizing in 3 to 4 bed facilities.
* Position required role modeling professionalism and work ethics to colleagues and the ability to work, as assigned, in any of several facilities.
* Position required a strong ability to work as a member of a team and to use sound judgment in determining when to act upon individual initiative.

**1991** – **2000 New England College**

**Henniker, New Hampshire**

Assistant to Vice President for Academic Affairs

* Managed the office for academic affairs and all administrative aspects of faculty employment, development, evaluation and assessment.
* Function required instituting, coordinating and developing tracking systems for faculty hiring, orientation, development, evaluation and assessment; public relations, both on and off campus for the department of academic affairs; statistical analysis and tracking of faculty compensation for equity analyses, annual increases, promotions, and for report submissions in national publications (CUPA, Maryse Eymonerie, The Chronicle for Higher Education, and NEASC); coordination of all national and international faculty searches; layout and publication of on-campus faculty legislative materials; schedules and record-keeping for standing faculty committees and board of trustees’ educational affairs committee; coordination of academic cultural events; tracking and coordination of course coverage each semester, facilitated the hire of part-time faculty; management of lecturer-line budget; supervision of front-office support staff and a team of work-study students; assessment, development and administration of various department budgets.

###### Tutor, Academic Advising and Support Center

* Facilitated English language, grammar and writing development skills in expository, poetic and creative writing styles, for students with diverse learning styles. Provided these skills for courses primarily covering philosophy, psychology, English and comparative literature, science and other liberal arts courses.

**1984 – 1988 Meiwa Trading Company, Ltd.**

**Johannesburg, South Africa**

Assistant Manager

* Company role was trading agent on behalf of Japanese manufacturing Companies in chemicals, raw materials for plastics, industrial technologies and materials, food ingredients and technical supports for product maintenance. Responsible for research and development of historical and new product sales, developing clientele and maintaining client/supplier relations between Japanese manufacturers and purchasers.
* Responsible for development, preparation and oversight of South African branch’s budget, which exceeded and annual turnover of $400 million.
* Responsible for ensuring compliance with all human resource policies and laws in accordance with Department of Labour regulations; import and export laws and regulations; and shipping regulations.
* Supervised clerical staff and all administrative aspects of business for this Japanese trading agent, based in Johannesburg, which represented international manufacturing firms specializing primarily in chemicals and raw materials for plastics and food additives.
* Function required in-depth skill in budget oversight, bookkeeping, calendar management, coordination of human resources, including interviewing, hiring and dismissal of employees, team building seminars, assessing and developing opportunities for skills development for individuals; payroll accounting and reporting; company public relations, coordination and hosting of conferences and business functions; oversight of international travel and department of immigration compliance; maintenance of current and development of new markets and clientele; high demand for professional communication and writing skills in English and Afrikaans; ability to simultaneously manage multiple tasks.

**1982 – 1983 Ajinomoto Interamericana Industrie e Commerce, Limitida**

**Johannesburg, South Africa**

Assistant Manager

* Implemented office systems for this newly established Johannesburg-based company with headquarters in Japan and Sao Paulo, Brazil.
* Function required a working knowledge of office systems. Coordinated start-up logistics for equipment, supplies, and furnishings. Established filing systems, bookkeeping system, and managed day-to-day operatives. Support of existing clientele and development of new markets and clientele. Monthly and annual reports to head office in Brazil on market trends, budgets, sales and profits.

**1982 – 1988 Private Tutor, Stellenbosch and Johannesburg, South Africa**

Provided private tutoring lessons in English as a second language to immigrant children and adults in South Africa, particularly within the Japanese community.

1. **South African Navy**

**Simonstown, Fishhoek and Silvermine**

S.W.A.N.

* Completed three-month basic training.
* Completed three-month training as a “Sparker” (Radio Operator) trained in transmitting and reading Morse code transmissions, reading telexes, basic encryption and decryption.
* Worked as communications operator in South Africa’s military communications center.
* Was selected as one of five from a candidacy of 30 to train as an officer in Gordon’s Bay, Cape.

**Volunteer History**

* *Respite Worker*, The Institute of Professional Practice, Concord, NH – working with adults with developmental disabilities and acquired brain injury.
* *BOD, Member,* The Community Players of Concord, NH; Representative to The Friends of the City Auditorium Committee; Chair of Playreading Committee, Chair of Policies and Procedures Committee, Stage Manager, Producer, Properties Manager, Actor.
* *Admissions Student Recruitment*, New England College – represented student body at various guidance counselors tours, college fairs, and other student recruitment events in NH, NY, Maine, Rhode Island, Connecticut and Vermont.
* *Self-Advocacy Facilitator*, Community Bridges, Bow, NH – facilitated meetings enhancing self-advocacy and self-determination skills for people with developmental disabilities and acquired brain injuries.
* *Counselor and Direct Support*, Twilight Children, Braamfontein, South Africa – created, supervised and implemented programs to provide shelter, clothing, food and rehabilitation to homeless children, children who were substance abusers, and children diagnosed with TB and HIV-AIDS.
* *Assistance at Annual Fundraiser: Walk for the Animals,* SPCAA, Concord, NH
* *Activist: The ONE Campaign,* Volunteered to recruit for Declaration signatures at various sites.
* *Sponsor: Childreach,* Sponsor individual children through support of community outreach programs in Southern America and Southern Africa.

**Enrichment and Development**

* Developed Curricula, taught and trained employees and sub-contractors in required State and Federal trainings: *Overview of Developmental Disabilities System of* NH; *Clients’ Rights*; *Social Role Valorization*; *Quality of Life*; *Understanding and Supporting Effective Behavior*; *Helping People Learn Useful Skills*; *Support Through Empowerment; Conflict Resolution; Communication Strategies; Documentation - Progression and Reporting; Gentle Teaching Strategies;* and OSHA *(Blood- and Airborne Pathogens) Recertification*.
* Developed Curriculum and Taught *Conflict Resolution*.
* Certified CPI instructor in *Non-violent Crisis Intervention*; *Principles for Effective Verbal Intervention*; *Rational Detachment*; *Louder than Words: How to intervene with nonverbal individuals*; *How to Stay Safe During Home Visits*; *How to be Good at Giving Bad News*; and *Reducing Agitation in Residents with Dementia*. (Requires a minimum of 40 hours teaching per year and annual review, evaluation and recertification by IANCICI.)
* Certified in Cardiac Pulmonary Resuscitation (CPR)
* Certified TOEFL Instructor
* Completed various professional trainings in MS Office, MS Excel, MS PowerPoint, MS Outlook.
* Completed State of NH certifications in Medication Administration, OSHA, Diabetes, Clients’ Rights and Self-Advocacy, MANDT, CPI, State of Maine Human Services Standards exam, State of Maine Medication Administration, and Person Centered Planning.
* Completed trainings in Management and Supervision; Fiscal Development and Management; Sexuality; Sexual Discrimination and Harrassment in the Workplace; Leadership Series; Assistive and Adaptive Communication; Working with People with Autism Disorders; Working with Dual Diagnosed Disabilities
* Completed several CEUs through The Brain Injury Association of NH
* Completed several CEUs in Supervision and Team Building Strategies
* Participated in implementing and developing the first Conflict Resolution and Alternative Dispute Resolution Center at New England College, Henniker, NH.

**Personal Interests**

Literature, writing poetry, painting and sketching, kayaking, hiking, music, culinary arts, yoga (taught the latter informally).

**Education** **B.A.** summa cum laude **(2000)**, New England College, Henniker, NH, U.S.A.

**POST GRADUATE CERTIFICATE OF EDUCATION (2010)**, UNISA

**References**

Professional:

* Mr. Laxa, Principal, Riverside High School, Three Rivers – **016-423-1123**
* Mr. Meyer, Principal, Sir John Adamson High School, Winchester Hills – **011-680-2453**
* Scott Dow, Regional Director, Residential Resources Inc., Atkinson, NH – **001-603-329-5996 (USA)**
* Cathleen Slack-Spinelli, Director, Residential Resources of Maine, Inc., Scarborough, ME – **001-207-885-1222 (USA)**
* Susan Harding, Director, Academic Advising and Support Center, New England College, Henniker, NH – **001-603-428-2299 (USA)**
* Martha Lynne (Mel) Owen, Resource Coordinator, State of Maine, Bureau of Developmental Services – **001-207-822-0301 (USA)**
* Dr. Andre Marius Gouws, Director of Pharmacy, South Texas Regional Medical Center, Jourdanton, TX – **001-830-679-5246 (USA)**
* Richard Julian, Public Guardian, Granite State Guardianship Services, Tri-County CAP, **001-603-224-0805 (USA)**
* Robert Szacik, Guardian, 220 Drakeside Road, Hampton, NH – **001-603-926-5540 (USA)**
* Tonimarie Pulli, Colleague at RRI, Program Manager, Residential Resources, Inc., Hampstead, NH – **001-603-329-5996 (USA)**
* Kathy Foti, Colleague at RRI, Lead Educator, Residential Resources, Inc., Atkinson, NH – **001-603-432-4106 (USA)**
* Tara Lyman, Former Employee, Direct Support Professional, Residential Resources – **001-603-521-7654 (USA)**
* Melissa Marquis, Preventive Services Service Coordinator, Community Developmental Services – **001-603-436-6111 (USA)**
* Gina Rowlands, Service Coordinator, Community Developmental Services – **001-603-436-6111 (USA)**
* Mary-Jo Benosky, Service Coordinator, Community Developmental Services – **001-603-436-6111 (USA)**
* Ingrid Thompson, Sub-Contractor for Residential Resources, Inc., formerly under my supervision – **001-603-642-6424 (USA)**
* Gail and Dana Mitchell, Sub-Contractor for Residential Resources, Inc., formerly under my supervision – **001-603-332-2005 (USA)**
* Laurie Mills, Sub-Contractor for Residential Resources, Inc., formerly under my supervision – **001-603-692-6048 (USA)**
* Carol Goodwin, Direct Support Professional, Residential Resources, Inc., formerly under my supervision – **001-603-617-0324 (USA)**
* Margaret (Peggy) Diessner, Direct Support Professional, Residential Resources, Inc., formerly under my supervision – **001-603-380-0546 (USA)**

Personal:

* Patricia A. Murphy, Atty at Law, Raimo and Murphy Assoc., Manchester, NH – **1-603-225-7918 (USA)**
* Abigail Lange, friend of 21 years’ standing – **1-603-224-3146 (USA)**
* Maura MacNeil, former professor and colleague at New England College, Henniker, NH – **1-603-428-2403 (USA)**
* Annjeanette Dow, friend of 8 years’ standing and former colleague at Residential Resources, Inc. – **1-603-895-0228 (USA)**