

TYRONE WILLIAMS

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US Citizen • No Veterans Preference

QUALIFICATIONS SUMMARY

Goal-focused Administrative Professional with a demonstrated track record of managing office operations and resolving administrative problems. In-depth experience across site management, budgeting, policies, correspondence, and file management. Effective in supervising, coordinating, training, and evaluating the performance of employees. Proficient in CASE, Skype, MS Office Suite (Word, Excel, and PowerPoint), and MS Outlook. Skilled in handling sensitive information and managing records in systems and databases. Experienced in managing calendars, tracking documents' progress, and scheduling meetings and events.

PROFESSIONAL EXPERIENCE

Immigration and Customs Enforcement, Saint Paul, MN \$33,000/year
Supervisor: Ashley Star/Graham Willis, 901-000-6000, may be contacted 40 hours/week

General Clerk III (February 2015 to Present)

Related Competencies: Administrative Support, Correspondence Management, Legal Documentation, Records Management, Case Management Systems, Data Research, File Organization, Classified Information

Provide comprehensive administrative assistance and perform clerical support duties, to include mail management and support general office operations and its staff. Handle telephone inquiries, manage records, and maintain documents. Resolve administrative problems by identifying and implementing solutions to ensure operations' efficiency. Assisted internal and external individuals and departments.

- Process motions, bond orders, Immigration Judges' orders, appeals, petitions, and legal documents.
- Manage systems and database; set up and enter data into case management system.
- Maintain sensitive records and enter classified court information into computer systems.
- Collaborate with the Records Department and prepare records for attorneys, legal assistants, etc.
- Prepare Background Check Registry List for Litigation; secure information for litigation counsel.

RTSQ, Saint Paul, MN \$30,000/year
Supervisor: Adam Lee, 901-000-0007, may be contacted 40+ hours/week

Residential Support Manager (January 2009 to July 2012)

Related Competencies: Staff Management, Employee Training, Administrative Procedures, Budget Data and Requirements, Internal Investigations, Financial Case Management Policies, Payroll, Documentation.

Coordinated and oversaw 24-hour operation of the Residence successfully administering operations and activities. Resolved administrative problems, managed budget requirements, and supervised employees. Trained and counselled staff on the policies and procedures to ensure quality services to the residents. Reviewed and prepared all state and federal reports for billing and auditors' reviews.

- Coordinated, supervised, trained, mentored, and evaluated the performance of 22 employees.
- Handled employee reports and make adjustments for payroll preparation.
- Managed budget data and handled budgeting issues for residents (housing, groceries, clothing, etc.)

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- Conducted internal investigations of abuse, neglect, and staff misconduct allegations.
- Conducted HUD property inspections to ensure all residents were following the regulations.

RTSQ, Saint Paul, MN

\$24,000/year

Supervisor: Matthew Park, 901-901-9010, may be contacted

40+ hours/week

Employment Consultant (July 2006 to January 2009)

Related Competencies: Job Assessment, Career Development, Training & Coaching, State and Federal Employment Laws, Documentation, Career Retention, Vocational Activities.

Provided comprehensive career assistance and support to service recipients (individuals with disabilities). Performed job assessment activities, measured job interests, and provided assistance in training programs to support the career development goals of individuals with disabilities. Explained State and Federal laws related to employment of individuals with disabilities. Ensured the required documentation for each individual was obtained (birth certificate, state identification, and social security card).

- Collaborated with other team members to discuss, adjust, and implement career assistance plans.
- Coordinated the process of job matching and skills development activities.
- Completed, submitted, and maintained documentation of all vocational activities.

PTER, Saint Paul, MN

\$20,000/year

Supervisor: Brittany Law, 901-000-0000, may be contacted

40 hours/week

Site Manager (January 2000 to July 2006)

Related Competencies: Staff Management, Supplies Purchasing, Inventory Control, Budgeting Guidelines Compliance, Staff Scheduling, Staff Evaluation & Training, Vehicle Maintenance.

Prepared and coordinated employee schedules to ensure adequate coverage. Enforced all policies and procedures of the organization. Assisted in coordinating employee training and professional development programs. Addressed safety concerns and prepared reports. Ensured proper inventory control.

- Supervised, scheduled, and evaluated the performance of 12 employees.
- Purchased supplies and personal items for service recipients in accordance with budgeting guidelines.
- Inspected company vehicles, renewed tags, and scheduled vehicle maintenance.

EDUCATIONAL BACKGROUND

Bachelor of Science (Projected Graduation – 2021) ▪ Bethel University – St. Paul, MN

Home Managers Certifications (2012) ▪ Southwest Tennessee Community College– Memphis, TN

JOB-RELATED TRAINING

Organizational Leadership
Customer Relationship Management

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