

EILEEN SCHWAGERL

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EMPLOYMENT

Best Buddies International

Non-profit organization dedicated to providing employment to adults with intellectual and developmental disabilities (IDD), a population with an employment rate of less than 20%.

Employment Consultant, 2015-2017, National Program

Supervisor, 2017-2020, New York

Director, 2020-2022, New York

Director Jobs & Transitions, 2022-present, New York

- Piloted and launched innovative jobs program in 2015 focused on identifying meaningful employment for individuals with disabilities.
- Developed and executed a program to assess strengths, skill sets and interests of individuals with IDD prior to placement in employment.
- Developed and executed pre-employment training program for individuals and groups, covering topics such as resume building, interviewing skills, and work readiness soft skills.
- Established partnerships with Fortune 500 companies to define and fulfill workforce needs with neurodiverse/disability populations. Partners include NFL, Citibank, Accenture, Nike, Google, Jones Lang LaSalle, and Compass Group, among others.
- Achieved 60+ successful placements through best practices in talent identification, HR communication and employer DEIA education and training including removing barriers to employment.
- Built strong relationships with all levels of partner organizations including hiring managers, human resources and C-Suite executives.
- Supported corporate social responsibility initiatives of organizations such as JP Morgan Chase, Pfizer, Accenture, Bloomberg, and Regeneron, enhancing their philanthropic brand through special events, employee volunteerism, and adult-friendship program pairings.
- Worked closely with counselors from ACCES-VR in support of individuals with IDD seeking employment.
- Managed all billings related to ACCES-VR.
- Successfully increased employer hiring rates, with 30% of employers hiring additional participants and 3 employers expanding their partnerships with Best Buddies Jobs to the national level.
- Managed 2 Employment Consultants for the past 4 years, 1 Employment Consultant for the past 8 years and one Lead Transitions Manager for the past 2 years
- Completed required training through the ACCES-VR CRS (Core Rehabilitation Services) 2.0 training
- Completed 24 hours of training thorough the Yang Tan Institute of Employment and Disability and received Diversity, Equity, and Inclusion Certification from Cornell University

Staffing Requirements and Qualifications - 2024-2028 Core Rehabilitation Services

- 120X – Career Exploration Assessment
- 123X – Self-Advocacy for Employment
- 125X – Work Readiness 1 – Soft Skills Training
- 175X – Benefits Advisement
- 510X – Employment Customization
- 559X – Work Experience Development
- 959X – Coaching Supports for Employment
- 921X – Direct Placement Intake
- 929X – Job Seeing and Development Services
- 931X – Job Placement
- 932X – Job Retention Services
- 933X – Quality Wage Incentive for Vendor

Auriemma Consulting Group Inc., *Associate Director*

February 2000 - June 2005

Leading niche provider of advisory consulting services to the payments and lending industries.

- Moderated national industry roundtables for financial services executives. Topics included financial services best practices, industry trends, and utilization of proprietary industry data and analytics.
- Responsible for multiple consulting assignments for banking and financial services sectors.
- Wrote articles for Cardbeat®, a syndicated market research product, which provides insights into changing consumer behaviors and trends and is subscribed to by industry experts and leaders.
- Supported co-brand card development and partner selection programs.

Chase Manhattan Bank, *Vice President*

July 1995 - February 2000

- Managed yearly direct mail budget of \$60 million, and the marketing of 125 million targeted direct mail solicitations.
- Created and launched Chase Bank's first credit card marketing program targeting the Hispanic segment, utilizing bilingual print and media.
- Created best-in-class acquisition strategy to support successful launch of an innovative Toys “R” Us co-branded credit card.
- Developed and implemented strategies to acquire new credit card accounts across multiple channels.

Citibank, *Assistant Vice President*

January 1993 - July 1995

- Coordinated customer mailings to prioritize and maximize communication to card member base of over 20MM consumers.
- Developed and executed acquisition strategies for college segment including positioning, pricing, and distribution channels.
- Created business strategy based on analysis of portfolio performance and competitive environment.

EDUCATION

Fordham University, New York City

Master of Business Administration, Marketing

Muhlenberg College, Allentown, PA

Bachelor of Arts, Spanish

Julianne Whaley

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Education

Duquesne University
Pittsburgh, PA

Master of Science: Clinical Mental Health Counseling

University of Pittsburgh
Pittsburgh, PA

Bachelor of Science: Applied Developmental Psychology

Employment History

Best Buddies International, New York, NY, April 2021 - present

Deputy Director, Jobs & Transitions, November 2023 - present

Senior Employment Consultant, April 2021 - November 2023

- Provide vocational employment services to individuals (ages 18+) with intellectual and developmental disabilities (IDD).
- Assess strengths, interests, and aptitudes of people with IDD who have significant barriers to employment.
- Work with employer partners to customize job descriptions, developing unique job duties, tasks, and schedules to fit both employer and participant needs.
- Support individuals with disabilities in the job application process, including making sure resume aligns with job description, writing cover letter (when required) and completing online applications.
- Provide a person-centered approach that supports commitment to individual development and growth in qualified competitive and integrated work settings (strength-based service delivery).
- Attend initial job activities with participants, such as job orientation, transportation training, teaching basic tasks, managing integration into the workplace, addressing interpersonal concerns with colleagues, and general oversight and support of job duties.
- Regularly consult and communicate with employers, participants, and families to ensure continued job satisfaction and successful retention, including on-site job coaching to assist with essential job functions to meet employer expectations.
- Create and lead group trainings on interview skills, building a LinkedIn profile, and writing thank you notes after an interview.
- Facilitate weekly individual and group training on vocational skills including resume building, interview skills, money management, and goal setting.
- Plan and execute on-site job development programs that provides job shadowing, informational interviews with corporate leaders, volunteer opportunities and workplace tours at employer partners such as Accenture, Bloomberg, and MasterCard.
- Deliver presentations about the Best Buddies Jobs program to potential partners, businesses, and schools in the NYC metro area. Content includes the role of Best Buddies in the life cycle of job process, disability etiquette, and how to best support diverse individuals in the workplace.
- Lead disability training for employer partners to help address how to best support individuals with disabilities in the workplace.
- Provide expertise of the local job markets to candidates with disabilities seeking employment.
- Works with Chamber of Commerce partners in Brooklyn, Manhattan, and Queens to stay up to date on employment opportunities.
- Complete ongoing training and staff development activities associated with providing services to students with disabilities.

Vocational Rehabilitation Training

- Completed Tier 1 (Employment Services Delivery) and Tier 2 (Advanced Employment Services Practice) of the ACCES-VR CRS (Core Rehabilitation Services) 2.0 training.
- Completed 18 hours of elective training (9 hours/year) presented by the Cornell University, Yang Tan Institute of Employment and Disability
- Followed staff development plan for ongoing training and development associated with the provision of services to individuals with disabilities.

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School-based Partial Hospital Therapist, Friendship Academy | Pittsburgh, PA | August 2018-December 2020

- Provided evidence-based therapy for individual, family, and groups on weekly basis for IDD caseload.
- Worked with clients ages 18-21, teaching life-based skills with a focus on job preparation, job seeking, and career exploration.
- Supported clients with IDD on job development skills, including administering career assessments and training on resume-writing, job applications, and mock interviews with clients with IDD.
- Facilitated on-site and off-site vocational training with clients with IDD.
- Facilitated telehealth sessions during COVID-19 pandemic.
- Developed client-focused individualized treatment plans every 20 days.
- Lead treatment team meeting to assess and review client's progress every 20 days.
- Liaised with community providers for continuity of care for clients.
- Completed annual psychosocial assessment and daily clinical documentation for billable services.
- Attended and supported clients in IEP meetings.

Milieu Therapist, Friendship Academy | Pittsburgh, PA | August 2016 – August 2018

- Provided behavioral intervention as directed by individual therapist and psychiatrist.
- Contributed to treatment team meetings with measurable data on progress towards therapeutic goals.
- Completed daily progress notes with prescribed clinical intervention.
- Provided crisis intervention and de-escalation on daily basis.

Behavioral Support Staff, Wesley Family Services | Pittsburgh, PA | May 2016-August 2016

- Supported individual clients with 1:1 behavioral intervention prescribed by individual therapist and psychiatrist
- Participated in monthly treatment team and IEP meetings.