

DOREEN PANGA

EMPLOYMENT TRAINING SPECIALIST

DETAILS

ADDRESS

Ridgewood
United States

PHONE

19176005740

EMAIL

doreen.panga@gmail.com

SKILLS

Computer Skills



Ability to Work Under Pressure



Customer Service



Adaptability



Ability to Work in a Team



Employment Specialist



Complex Problem Solving



EXPERIENCE



PROFILE

Ensures a more equitable opportunity for individuals with autism and other developmental disabilities to access the workforce. Provides group and individual employment training and person-centered coaching for individuals attempting to learn and expand skills necessary to obtain and maintain employment in the community.

EMPLOYMENT HISTORY

Employment Training Specialist, Birch Family Services

New York City

Dec 2021 — Present

- Ensures individuals learn valuable skills needed to move from pre-vocational training to supported employment
- Create personalized coaching experiences to drive individual skill development aligned to industry standards and expectations for employment
- Teach and coach transferable work skills to young adults with little to no formal work experience
- Teach personal organization, time management and interpersonal communication skills necessary to more independently navigate the world of school and work
- Deliver on-site job coaching by observing, assessing and developing personalized coaching and training to ensure individual maintains employment
 - Partners with employer to better ensure successful work experience for company and individual

Receptionist, Birch Family Services

New York City

Oct 2019 — Dec 2021

- Greet and welcome guests in person and on the phone; answer and direct inquiries to designated department.
- Maintain executive managers' calendars by planning and scheduling conferences and teleconferences.
- Performs general support functions for the office (e.g. scanning documents, mailings, postage, faxing, filing)
- Follow up on confirmation; maintain and organize files.
- Develop and utilize effective filling and retrieval systems and maintain office supplies by placing orders and evaluating new products.
- Pick up and sort daily incoming correspondence and deliver sorted mail to addresses.

Receptionist, Carlton Fields, P.A

New York City

Feb 2017 — Sep 2019

- Handled all computer-oriented switchboard calls
- Scheduled meetings for all employees and provided hospitality service arrangements as needed by staff
- Organized and maintained records, copied documents, scheduled appointments and answered questions for prospective clients visiting the office
- Received payments and recorded receipts for services
- Managed and trained staff for receptionists' coverage

Office service specialist, Epiq Global

New York City

Jan 2015 — Feb 2017

- Operated color, black and white reprographic equipment. Handled sensitive and confidential documents
- Print, copied and scanned documents. Assembled and bound documents/insert tabs and slip-sheets, 3 ring binders / velo / GBC / wire binding. Checked document quality before, during, and after each production
- Coordinated and prepared projects for printing, including electronic file conversion, document scanning and enhancement, from start to delivery. Additional duties included helping the Lawyers to organize documents to be present in courts
- Scheduled individual job and determined which equipment should be used based on size and complexity Ensured jobs were completed according to company quality standards, met all client requested deadlines by effectively supervising assigned personnel, equipment operation and Workflow
- When required, also printed and bound pitch-books, information memorandums, PIBs and other documents. Provided clear and organized rollover information between shifts. Performed analog copy of glass and digital print job logs into intake logbook and determined job prioritization
- Assist with mail processing and distribution & assist with closing and shipping domestic and international pouches

EDUCATION

BA, Colorado Christian University

Colorado

Mar 2021 — Present

Seeking BA in psychology

Jawairia Riaz

Employment Specialist

New York, United States

Cell: 718-808-5018

Email: Jewelriaz99@gmail.com

PROFILE

LinkedIn:

<https://www.linkedin.com/in/jawairia-riaz-b67115164/>

◦ SKILLS ◦

Microsoft Office

IBM SPSS Statistics

Analytical skills

Ability to Multitask

Effective Time Management

Communication Skills

Client Service

Leadership and Teamwork

Administrative Support Skills and Recruitment skills

HRIS and ATS

◦ LANGUAGES ◦

English: Fluent

Spanish and Arabic: Intermediate

- Outgoing and detailed orientated Employment Specialist skilled in helping individuals secure and retain meaningful work through personalized coaching, job search assistance, and employer outreach.

- Proven ability to establish and maintain relationships with clients to identifying client's needs to create successful placements and delivering effective solutions to all problems.

EDUCATION

Bachelor of Arts in Psychology with concentration in Cognitive Psychology

CUNY Hunter College - New York, NY

August 2018 to May 2021 (GPA: 3.46)

Master of Arts in Industrial & Organizational Psychology and Human Resources Personnel

CUNY Brooklyn College, School of Natural and Behavioral Sciences

August 2021 to Dec 2023

EMPLOYMENT HISTORY

Employment Specialist

Birch Family Services

February 2024 – Present

- Assessed adults with disabilities skills, interests, and barriers to employment to create tailored job placement plans, enhancing success rates.
- Provided job search support, including résumé building, application assistance, and interview preparation, resulting in increased client confidence and job readiness.
- Developed and maintained partnerships with businesses, advocating for clients and customizing job rules to ensure long-term employment and positive employer relationships
- Offered on-the-job coaching and retention support to ensure clients successfully adjusted to new roles and maintained employment.
- Conduct one on one sessions to guide clients through the job application processes by providing support with applications and skills assessment to optimize their chances of securing a suitable position.

EXTRACURRICULAR

- Maintained accurate client documentation and prepared reports in compliance with program standards.

Volunteered at Child Care Center in 2012

Volunteered at Bayside senior center in 2013.

Was a part of the Key Club and American Red Cross Club in (2014-2016)

Teachers Assistant (2015-2016)

Human Resource Recruiter

Stallion Group

June 2023-November 2023

- Sourced active nursing candidates through Apploi and Indeed
- Used smart sheet for record keeping and contacting respective nursing candidates.
- Sent pre-employment paperwork through Workbright
- Collaborates with the hiring manager and with other human resource facility staff during the offer process, identifying and recommending salary ranges, incentives, start dates, and other pertinent details.

Recruitment Coordinator

GQR Global Markets

June 2022 to April 2023

- o Collaborates with department managers to identify and draft detailed and accurate job descriptions and hiring criteria.
- o Post jobs, source candidates and conduct interviews for available positions
- o Source passive and active candidates using different ATS such as LinkedIn, AVA and Bullhorn
- o Maintain a pool of quality candidates to fill talent pipeline
- o Complete pre-employment processes, new hire paperwork and onboarding
- o Collaborates with the hiring manager and/or other human resource staff during the offer process, identifying and recommending salary ranges, incentives, start dates, and other pertinent details.
- o Ensures compliance with federal, state, and local employment laws and regulations, and company policies

Human Resources Intern

GAO Tek Inc

February 2021 to July 2021.

- Responsible for replying to applicant's emails, screening replies, and scheduling interviews by senior HR staff.
- Responsible for recruiting candidates.
- Post job ads on general career websites, university, and college career websites, and internship websites
- Develop relationships with universities and colleges that have intern programs.

- Participate in a team to organize virtual (online) global conferences.
- Responsible for using social media platforms such as LinkedIn to invite conference speakers, attendees, or sponsors.
- Responsible for social marketing to promote conferences, events, and GAO Tek products
- Responsible for agenda preparation, care of speakers, attendees, and events coordination

Clear Ambassador

Alclear LLC (CLEAR) - Newark, NJ

July 2019 to June 2022.

- Worked at (EWR) Newark International Liberty Airport as a CLEAR Ambassador.
- Responsible for checking boarding passes, IDs, and follow CLEAR protocols and regulations.
- Responsible for selling the brand CLEAR and providing customer support.
- Responsible for running biometrics on CLEAR poles.
- Responsible for troubleshooting CLEAR Pods.
- Responsible for providing support to TSA by helping them, screen passengers.

IELTS Invigilator, Administrator and Test Day Supervisor

IELTS - New York, NY

June 2016 to April 2021

- Proctored examinations.
- Responsible for preparing room for the examination.
- Certified clerical marker who grades exams given by the British Council.
- Responsible for supervising other invigilators during IELTS examination days.
- Responsible for providing clerical support to the administration team.
- Experience and knowledge in doing the IAM check which is used for finger scanning, passport checking for attendance for verification purposes.
- Responsibility also includes entering exam scores on IELTS IWAS software, emailing staff, and other admin duties in IELTS.
- Responsible for doing admin work or back-office work.



CERTIFICATIONS

IELTS Clerical Marking Certificate

June 2018 to June 2020

IELTS Clerical marking certificate is given by Cambridge (British Council) for grading IELTS exams.

CITI Program Certificate

September 2019 to September 2022

HSR for Undergraduate Students

Under requirements set by: City University of New York (CUNY)

Northwell Health Career Development Certificate

September 2020 to Present.

EMPLOYMENT HISTORY

Employment Specialist, Birch Family Services, Manhattan

OCTOBER 2021 – PRESENT

- Evaluate Adults with Developmental Disability to Learn their Work Skills, Preferences, and Interests
- Support Clients by Meeting Face to Face to Encourage Applications and Alleviate Obstacles
- Develop Relationships with Hiring Businesses; Learn Hiring processes and Establish Connections with Hiring Managers

Registered Behavioral Technician, A Friendly Face, Brooklyn

JUNE 2020 – MARCH 2024

- Provide ABA Therapy to Children on The Autism Spectrum
- Execute BCBA's Treatment Plans
- Write Session Reports; Describing Client's Affect, Behavior, and Progress

Stock Associate, Gap Inc, Manhattan

SEPTEMBER 2018 – FEBRUARY 2020

- Stock and Organize Three Different Stockrooms in One Store
- Replenish Depleted Product on The Sales Floor
- Keep Up With Ever-Changing Sales and Promotions

Intern, Fedcap Rehabilitation Services Inc, Manhattan

JUNE 2017 – SEPTEMBER 2017

- Administer Personality and Skill Tests to Clients
- Evaluate Scores Using Statistical Methods
- Upload Test Scores and Observances to The Office Cloud System

EDUCATION

Bachelor of Art in Psychology, CUNY Hunter College, Manhattan

SEPTEMBER 2017 – JUNE 2022

SKILLS

Experienced Support Personnel

Familiar with Developmental Disabilities

Knowledgeable with OPWDD & Access-VR Billing

SPSS (Software)

LANGUAGES

English

Italian

Spanish

Misha Carrel-Thomas

Cranford, NJ

Misha.Carrel.Thomas@gmail.com

Professional Experience

Birch Family Services, Employment Coordinator

August 2022 – Present

- Responsible for coaching team of employment specialists to drive job acquisition of program members
- Responsible for increasing billing output by 80% and program size by 50% within one year
- Create new systems, routines and produces to ensure compliance demands are met
- Develop individual and group trainings to improve job coach skill and greater independence

Achievement First Endeavor Middle School *Math Instructor, Curriculum Developer and Special Education Teacher* **August 2020 - Present**

- Curriculum designer of the Curriculum Review course, helping drive > 1 grade level math gains for 30% of grade
- Lead planner and instructional delivery owner for re-teach lessons, driving on average 25% - 35% increased proficiency on targeted lagging student skill
- Creator of effective behavior management tactics and systems to ensure safe and productive learning environment
- Responsible for differentiating core instructional aims and lesson plans to meet individual and small group needs

Achievement First University Prep High School

***Dean of Special Services* August 2017 – July 2020**

- Designed and facilitated professional development for teaching staff on special education mindsets and values, co-teaching strategy, and special education compliance
 - Managed cross-content learning specialist team that achieved < 12% proficiency gap between general education and students with disabilities on end of year assessments
- Ensured at-risk students and individuals with special needs were afforded the conditions to develop the academic and character skills required for college and post-secondary opportunities
- Leader of school-wide promotion-in-doubt strategy to design policy and initiatives that provide greater access and opportunity to the most at-risk students
 - Responsible for 100% of 2020 on-time graduation; 0% student choice attrition into next school year
 - Managed school leadership team to facilitate triannual promotion-in-doubt meetings at Progress Report Night, ensuring 75% of meetings occur within 24 hours and 95% of meetings occurring within 1 week
- Coached school social worker to develop treatment plans to include sustainable systems and routines for collecting data and clear metrics to progress monitor individual treatment goals

***Special Education Coordinator* February 2015 – August 2017**

- Developed new systems and routines to allow 90% teacher ownership over IEP and 504 plan development
- Ensured 100% of students with physical and mental impairments received appropriate accommodations within two weeks of reported impairment (majority of supports created and delivered within 1 – 3 days)
 - Developed and maintained new system for triannual goal reporting home for students with special needs, where 95% of tasks delegated to teaching staff and school operations team
 - Created and managed school-wide compliance systems and routines, meeting state and local compliance demands

***Learning Specialist* July 2014 – July 2017**

- Experience in co-teaching algebra (2014), geometry (2015, 2016, 2017), algebra 2 (2018).
 - 92% Algebra Regents pass rate; 85% and 87% Geometry Regents pass rate

PS 368K@IS33 *District 75 Special Education Teacher* August 2011 – June 2014

- English Language Arts instructor in a 12:1:1 classroom for children with emotional and behavioral disorders

- Co-developed new school-wide behavioral management system; student referrals fell by 10% in first two months
- Successful completion of NYC DOE new teacher 3 year probationary period

Certifications & Education

Professional NYS Certification August 2019 Certified to teach grades 1-9, both as a generalist and students with disabilities educator

Therapeutic Crisis Intervention certified

MS, Education, Pace University May 2013 Focus, *Special Education*
Cumulative GPA of 3.93

BA, Political Science, University of Rochester May 2011 Minor, *Economics*
Cumulative GPA of 3.52

Olivia Cannon

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EDUCATION

Northeastern University

*B.S., Psychology, Clinical Psychology
Department of Psychology Faculty Scholar Award*

Boston, MA

Graduated May 2023

PROFESSIONAL EXPERIENCE

Birch Family Services

Employment Specialist

New York, NY

Sept 2024-Present

- **Collaborate with adults with disabilities to identify their unique skills, preferences, and job interests**, tailoring employment opportunities to enhance their success and satisfaction.
- **Conduct regular one-on-one sessions to guide clients through the job application process**, providing support with applications and skills assessment to optimize their likelihood of securing suitable positions.
- **Develop and maintain partnerships with businesses**, advocating for candidates and customizing job roles to facilitate long-term employment and positive employer relationships.

New Canaan Public Schools

Teaching Assistant

New Canaan, CT

Sept 2023 – July 2024

- **Orchestrated daily educational operations for five students with intellectual and developmental disabilities**, including coordinating schedules, providing daily feedback, mentoring new staff, and supporting a dynamic classroom.
- **Collaborated with multidisciplinary teams** to develop individualized learning strategies to enhance educational services for students with diverse learning needs.
- **Designed innovative educational approaches and implemented data-driven methodologies to track student progress and improve program outcomes** whilst demonstrating adaptability and critical thinking in addressing high-stress situations and changing educational needs.
- **Cultivated strong partnerships** with educators, families, administrators and other stakeholders.

Brookline Public Schools

Assistant Teacher

Brookline, MA

August 2022 – May 2023

- **Supported the daily functions of four diverse and dynamic special education classrooms**, promoting teamwork and efficiency to ensure student success.
- **Facilitated communication between educators and administration**, spearheading initiatives to tailor teaching methods to diverse educational requirements.
- **Demonstrated proactive leadership** by soliciting input from lead educators and taking on various instructional responsibilities.

APEX Behavioral Consulting

Behavioral Therapist

Boston, MA

Jul 2021 – Dec 2021

- **Collaborated with disability service providers and families** to develop behavior plans for two clients, championing their needs and cultivating nurturing environments through methodical interventions.
- **Utilized data collection methods** to track client progress and program outcomes.
- **Managed insurance billing for clients** with a focus on attention to detail and confidentiality in financial processes.

SKILLS

- Cross-functional collaboration, project coordination, special education expertise, adaptability and creativity, problem-solving and critical thinking, relationship management, program development and implementation, time management, and communication and presentation
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Canva, and all social media channels