**SHANA BAKER**

**50 Pratt Road Manchester, NY 14504**

**(585) 730-2421**

[**Opportunityrocs@gmail.com**](mailto:Opportunityrocs@gmail.com)

**SUMMARY OF QUALIFICATIONS**

Highly reliable, outcome driven, and experienced employment specialist with over 20 years of experience in job readiness, training, recruitment, and placement services. Strong ability to develop quality relationships with School Personnel including CSE Chairs, Guidance Counselors, School Psychologists and Support Staff. Skilled in conducting thorough and in-depth assessments to determine appropriateness of candidates for both training programming and eventual job placement. Strong ability to identify potential barriers to employment and program completion to proactively promote impressive retention rates. Demonstrated ability to network and build relationships within the community to promote programming. Experienced in screening, interviewing, placing, and providing meaningful support through the on-boarding process. **Qualified to provide the following Pre-ETS Potentially Eligible Services: 1005X, 1008X, 1007X, and 1009X.**

**RELEVANT EXPERIENCE**

**Employment Services:**

* 23 years of combined experience providing recruitment, career counseling and assessment, financial aid advisement and job placement services to individuals with a myriad of employment barriers in a variety of settings, including educational institutions, staffing firms and non-profit employment counseling programs.
* Successfully administered interest inventory assessments, assisting youth and adults with exploring occupations related to their skills, work values, and desired level of education while balancing their capabilities and areas for improvement.
* Consistently proven track record of delivering intensive, comprehensive, and quality services to youth and adults specifically around traditional and non-traditional education and training opportunities. As well as assisting them with enrollment processes including applications, funding, curriculum review, course registration, requesting academic and housing accommodations, and the like.
* Proven ability to facilitate and instruct program participants in the areas of resume preparation, interview techniques, networking strategies and job retention habits.
* Developed and implemented multiple person-centered, strength-based job readiness workshop, career exploration, and education and training exploration curriculums with an emphasis on providing support to those of various abilities.

**Leadership and Community Relations:**

* Responsible for the sole management of the CRS contract under Opportunity ROCS LLC, with exceptional outcomes and a high level of customer satisfaction and service.
* Oversees all communication, utilization, and coordination of ACCES-VR CRS Contract.
* Work collaboratively with other independent providers to share knowledge around local labor market trends, community resources, job leads, and education/training programs are fully utilized to promote customer success.
* Establish and maintain positive relationships with local businesses and human resource professionals resulting in a high level of understanding around staffing needs resulting in promotion of successful job placements for customers and business leaders, alike.
* Actively participate in local job fairs and promote the services of Opportunity ROCS LLC to create paid and non-paid employment opportunities for ACCES-VR customers.
* Member of Re-Entry Association of Western New York; a local initiative to promote the employability and overall wellness of individuals whose lives have been impacted by incarceration.

**WORK HISTORY**

Owner/Contractor, Opportunity ROCS LLC/NYSED/ACCES-VR– Rochester, NY 3/19 – Current

Supported Employment and Education Specialist, RFMH/OnTrackNY, Rochester, NY 1/18 – 7/21

Senior Placement Specialist - Rochester Rehabilitation Center, Rochester, NY 7/13 – 1/18

Staffing Recruiter - Career Start/Reliant Staffing Services, Rochester, NY 10/12 – 7/13

Job Placement Specialist - East House Career Services, Rochester, NY 10/06 – 10/12

Career Counselor (Promoted) - East House Career Services, Rochester, NY 1/06 – 10/06

Asst. Financial Aid Advisor - Wayne-Finger Lakes BOCES, Newark, NY 2/05 – 11/05

Vocational Case Manager - FLACRA, Clifton Springs, NY 2/02 – 2/05

**EDUCATION**

University at Buffalo, Buffalo, NY, Bachelor of Arts Community and Mental Health, Graduated 2001

Coconino Community College, Flagstaff, AZ Associate of Arts Pre-Education, Graduated 1998

Graduate of Red Jacket Central High School, Shortsville, NY