

JAKE MOSKAL

Buffalo, NY

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Experienced workforce development professional who is driven to help make positive changes in the community one individual at a time. Skilled in program management, direct client service, and stakeholder relations.

RELEVANT PROFESSIONAL EXPERIENCE

Journey's End Refugee Services, Buffalo, NY

Sept 2024-Present

Director of Employment Services

Responsible for strategic decision making and compliance for the Employment Service Department which services both Erie and Chautauqua County.

- Manage 7 reports in a department that runs employment programs for the immigrant and refugee community in both Buffalo, NY and Jamestown, NY
- Perform community outreach to develop partnerships with employers and other workforce development agencies to find new opportunities for clients facing multiple barriers to employment.
- Evaluate, monitor and administer workforce development programs designed to get refugees off of welfare and become self-sufficient. Determine self-sufficiency levels of clients in workforce development programs by determining whether or not clients are eligible for TANF cash assistance.
- Perform regular internal audits to ensure files are audit ready for the Office of Temporary and Disability Services. Provide regular trainings to ensure program remains in compliance.

Jewish Family Services of WNY, Buffalo, NY

Dec 2022- Sept 2024

Career Services Manager

Managed the Career Services Department by ensuring compliance and accounting for program expenditures and billing.

- Managed 8 reports in a department that runs 6 diverse programs. Managed day-to-day operations of workforce development programs working primarily with the refugee and immigrant population and individuals with disabilities in Western New York.
- Cultivated and maintained relationships with employers in order to facilitate job placements. Worked closely with community and non-profit partners to ensure all of the client's needs are being met.
- Evaluated, monitored and administered workforce development programs designed to get refugees off of welfare and become self-sufficient. Determined self-sufficiency levels of clients in workforce development programs by determining whether or not clients are eligible for TANF cash assistance.
- Monitored and approved program spending; ensuring expenses are being recorded to the appropriate program per agency guidelines.
- Provided one-to-one supervision to staff; execute performance reviews as directed. Recruit, Hire and Train new staff.
- Analyzed data and submitted program reports to both senior management and government agencies that Jewish Family Services reports to.

Job Developer

July 2022 – Dec 2022

Provided job development and job placement services for the refugee population and individuals with disabilities in Buffalo, NY.

- Developed ongoing relationships with local employers to find suitable employment for individuals facing significant employment barriers. Placed 3 refugees per month on average.
- Assisted unemployed and under-employed refugees and individuals with disabilities find and maintain employment.
- Determined self-sufficiency levels of clients in workforce development programs. Client success was measured by determining whether or not clients are eligible for TANF cash assistance.
- Identified and removed barriers to self-sufficiency for refugees and individuals with disabilities in order to have clients start or return to work in order to become self-sufficient.

Community Services for Every1, Buffalo, NY

Nov 2020 – July 2022

Job Coach

Assisted job seekers with developing resumes, completing employment applications, attending job interviews, and other hiring requirements to help find employment.

- Assisted unemployed and under-employed individuals with disabilities find and maintain work. Managed an ongoing average caseload of 20 individuals to provide vocational training, assessments, and support for employment.
- Developed and maintained relationships with local employers to facilitate job placements.
- Taught workplace readiness, job exploration, on-the-job training, and work-based learning classes as needed to ensure that job seekers met and maintained employment requirements.
- Prepared an average of 8 comprehensive monthly reports detailing activities in Therap (electronic record system).

VOLUNTEER EXPERIENCE

Mental Health Association in Niagara County, Lockport NY

Mar 2023 – Present

General Board Member

Serve on the board of directors for MHA Niagara County which offers free and low-cost programs that promote mental wellness, provide needed services for those with a mental health diagnosis, and actively work to alleviate the stigma and public misunderstanding of mental illness.

- Review budgets, programming and assist in fund raising events.

Little Portion Friary Homeless Shelter, Buffalo, NY

Oct 2020 - Present

Guest Services/Kitchen Management

Provide empathy and respect at the shelter through guest services and kitchen management.

- Adhere to grant requirements for food procurement, ordering a minimum of 400 pounds of food on a monthly basis. Complete monthly meal reports for submission to Feedmore WNY.

EDUCATION

State University of New York at Albany, Albany, NY

Bachelor of Arts (BA), Double Major in Economics and Philosophy

- Graduated Magna Cum Laude.
- Member of Omicron Delta Epsilon: An honors society for Economic Students.

PROFESSIONAL DEVELOPMENT

Partnering Economic and Employment Research Academy (PEER)

2024

Corporation for a Skilled Workforce and NYATEP

Skilling America Certification

2024

New York Association of Training and Employment Professionals (NYATEP)

Leadership Exchange

2024

Buffalo Niagara Partnership

Economic Opportunity Fellow:

2023

Buffalo and Niagara Falls Workforce Development Leadership Program,

Aspen Institute

Adult Mental Health First Aid,

National Council for Behavioral Health

2023

Leadership Essentials,

Community Services for Every1

2022

Trauma Informed Care,

IU Bloomington- School of Public Health

2022

ERIN HANRATTY

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EDUCATION

BACHELOR'S DEGREE IN COMMUNICATION ARTS: State University of New York at Fredonia

HIGH SCHOOL DIPLOMA: Buffalo Seminary, Buffalo, NY

PROFESSIONAL EXPERIENCE

JOURNEY'S END REFUGEE SERVICES, Buffalo, NY

March 2022- present

Employment Department Program Manager (*March 2024- present*)

- Oversee execution of the RSSP program, assessing labor market trends and developing employment programs aligned with industry needs.
- Manage program eligibility, review immigration documentation per State/Federal guidelines.
- Guide clients through job search, resume building, interview prep, and retention strategies.
- Develop and maintain relationships with employers, creating job opportunities and attracting new partners.
- Co-manage Client Track database with Operations, tracking program deliverables and analyzing data to assess effectiveness.
- Provide data analysis to identify areas for program improvement.
- Assist in conducting file reviews and ensuring intake records in Client Track are up to date for state monitoring.
- Train and support employment team members, including case note documentation and system usage.
- Generate monthly reports (6/12 Month Follow-Up, job placements) to track Employment Specialists' progress.
- Coordinate with resettlement team to ensure smooth intake for new arrivals.
- Identify upskilling training opportunities for clients and address emergency client needs.
- Interview and onboard new staff members.
- Maintain a small caseload.

Employment Department Program Assistant (*March 2022- March 2024*)

- Managed grants, including monthly voucher submissions and planning RSSP grant extension with various departments.
- Trained staff and subcontractors on BRIA software and RSSP grant processes.
- Provided guidance to employment specialists on case notes and client intake processes.
- Assisted clients with skills-based employment placement, interview prep, resume writing, and transitional services (e.g., transportation, health, food security).
- Maintained relationships with clients to ensure ongoing support and visibility in the community.
- Fostered partnerships with employers to ensure successful client outcomes.
- Acted as a liaison between departments for clients with overlapping services.
- Coordinated Women's Group activities, including a partnership with Neglia Conservatory of Ballet to offer free classes to refugee mothers and children.

DUENDE SILO CITY, Buffalo, NY

July 2024- present

Bartender for special events (part-time)

FRIENDS OF NIGHT PEOPLE, Buffalo, NY

June 2023- July 2024

Volunteer and Outreach Coordinator (part-time)

- Led volunteer recruitment and outreach through presentations to local churches, businesses, and schools.
- Assisted in developing a Salesforce-based volunteer portal to track attendance and identities.
- Provided ongoing support to volunteers, fostering positive relationships and engagement.
- Created promotional materials (flyers, newsletters, social media content) to raise awareness.
- Represented the organization at local events to promote its mission and opportunities.
- Participated in soup kitchen operations and case management services.

- Special Projects:
 - Contributed to the expansion of Feed716 to address poverty impacts on Buffalo's East Side.
 - Organized a Volunteer Recruitment/Appreciation event at Eugene V. Debs Hall.
 - Collaborated with Community Beer Works for a winter clothing donation drive.

COMMUNITY ACTION ORGANIZATION (CAO) OF WNY, Buffalo, NY
2022

September 2019- March

Program Coordinator (temporary, March) – Neighborhoods United for Restoration Teaching Upliftment Recreation & Education (NURTURE) Academy and Leadership Academy (March 2021- March 2022)

- Led a K-10 afterschool program, improving academic outcomes and supporting up to 30 students.
- Managed a team of 5 counselors, overseeing daily operations and documentation.
- Developed lesson plans, provided one-on-one tutoring, and maintained student relationships for retention.
- Established partnerships with vendors, implemented restorative justice practices, and liaised between teachers and families.
- Designed a 6-week "Leadership Academy" for students aged 11-15 and organized university tours, field trips, and guest speakers.
- Supervised Mayor Summer Youth Workers.
- Supported programming within McKinley High School, Pratt Willert Community Center, Edward Saunders Community Center, JFK Community Center, and Stanley Makowski School #99
- Special Projects:
 - Developed dance workshops with Alvin Ailey American Dance Theater, including a guest session with Terrence Diabie (Limon Dance Company).
 - Organized a virtual student showcase for families and CAO staff.

Youth Services Lead Counselor (Feb. 2020- March 2021)/ Counselor (Sept. 2019- Feb. 2020) - NURTURE Academy

- Adapted quickly to transition from in-person to virtual programming due to COVID-19, including health checks and modified recruitment methods.
- Managed daily activities for school-age children at Stanley Makowski School and community learning hubs.
- Stepped into Program Coordinator role in absence, leading activities, liaising with parents/teachers, and communicating with staff.
- Led outreach and recruitment efforts, contributing to meeting admissions goals for the SAY YES grant.

NYS SUMMER SCHOOL OF THE ARTS- SCHOOL OF DANCE, Saratoga Springs, NY Summers 2018, 2019, 2020
A four-week, competitive summer arts program, which helps students develop their talents in ballet, choral studies, modern dance, visual arts, media arts, orchestral studies, or theatre. Typically, this program is residential but due to COVID-19 it has transitioned to virtual services.

Mentor for Virtual Program (Summer 2020)

- Collaborated with American Dance Legacy Initiative through Brown University and artistic faculty of the program to create a well-rounded experience for performing arts students who cannot meet in person due to the restrictions of COVID-19.

Resident Counselor (Summer 2018) /Head Resident Counselor (Summer 2019)

- Created extracurricular activities for students outside of class time.
- Promoted to Head Resident Counselor in 2019 for strong leadership, communication, and student commitment.
- Led disciplinary meetings, managed medication distribution, communicated with parents, and supervised 4 counselors.
- Resided in dormitories to ensure student safety and supervision.
- Coordinated field trips to locations like the Saratoga Performing Arts Center and Jacob's Pillow Dance Festival.
- Collaborated with campus faculty to ensure smooth program operations and student safety.
- Advocated for students, ensuring effective communication between academic and artistic faculty.

LEADERSHIP & VOLUNTEER EXPERIENCE

Nominee for Buffalo Business First 30 Under 30	2025
Board of Directors, Sanatan Dharmic Tatha Sanskritik Seva Samaj, Inc. (SDSSS)	October 2023- present
Ready, Set, Lead!, WNY Women's Foundation	Class of 2025
Explore Buffalo Young Professionals Program	April 2023- December 2023
<ul style="list-style-type: none"> • Toured Buffalo neighborhoods monthly, gaining insight into their history and architecture. • Engaged in discussions with developers on neighborhood projects. • Built connections within local neighborhoods and expanded networks with fellow program members and community leaders. • Strengthened ties to Buffalo as an informed and active community member. 	
Friends of Night People	July 2024- present
<ul style="list-style-type: none"> • On-call volunteer for meal services • Assists with public speaking events as needed 	
Buffalo City Ballet	
<ul style="list-style-type: none"> • On-call assistance with rehearsals and productions 	

Anil Faizi



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Buffalo, NY

Professional Summary

Results-driven and highly adaptable professional with over 7 years of diverse experience in social services, workforce development, and operations management. Proven ability to collaborate with cross-functional teams, develop training programs, and enhance organizational efficiency. Adept at working with vulnerable populations and guiding them through the integration process. Committed to empowering individuals and fostering meaningful community development through strategic support and engagement. Seeking to leverage my skills in program management and client relations in a dynamic, growth-oriented environment.

Professional Experience

Employment Specialist

Journeys End Refugee Services – Buffalo, NY

July 2024 – Present

- Provide employment counseling and support to refugees, helping them integrate into the workforce through job search assistance, resume writing, and interview preparation.
- Build relationships with local employers to facilitate job placement and create ongoing partnerships to benefit refugees.
- Conduct skills assessments and create customized employment plans based on individual needs and career goals.
- Monitor client progress, track employment outcomes, and offer additional support when necessary.

Machine Operator

Nissha Medical Technologies – Buffalo, NY

February 2022 – July 2024

- Operated and maintained precision machinery for the production of medical devices.

- Followed strict safety protocols and ensured high-quality production standards were consistently met.
- Collaborated with team members to troubleshoot equipment issues and minimize downtime, increasing overall production efficiency.
- Monitored production processes and performed routine quality control checks on finished products.

Supply Trainer/Mentor

AMS Automotive Management Service – Kabul, Afghanistan November 2017 – August 2021

AMS Automotive management Service was the main contractor of U.S government in Afghanistan to provide automotive service for Afghanistan Police and National Army.

- Mentored junior staff, offering guidance on proper procedures and best practices to improve efficiency and reduce errors.
- Led team meetings to discuss performance goals, address concerns, and streamline supply chain operations.
- Tracked inventory levels and coordinated with suppliers to ensure timely delivery of parts, maintaining uninterrupted operations.

Social Service Organizer

Sohrab Social Service Organization – Kabul, Afghanistan March 2013 – May 2017

- Managed community outreach programs aimed at supporting vulnerable populations, including displaced families and marginalized communities.
 - Coordinated volunteer activities and organized events to raise awareness about social issues such as education, healthcare, and human rights.
 - Assisted in securing resources and funding for various community development initiatives.
 - Advocated for policy changes and worked with local governments to implement social service programs to better serve the community.
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Education

Bachelor of Law and Political Science

Kabul University, Afghanistan

Graduated: 2017

High school diploma

Ghulam Haidar Khan High school

Graduated: 2012

Skills

- **Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint), Data Management, Job Placement Software
- **Soft Skills:** Cross-cultural communication, Client Relations, Program Development, Team Leadership, Problem-solving
- **Languages:** English (Fluent), Pashto (Fluent), Dari (Fluent)