

## VITAE

### ANTOINETTE A LAKEY

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Sablackstoryteller@gmail.com

#### Skills and Experience:

- 15 years experience in healthcare, finance, clerical, personnel actions, healthcare support, and administrative support
- 5 years managerial/supervisory experience
- Adept at communicating effectively with customers, vendors, and staff
- Excellent organizational, customer service, verbal and written communication skills
- Use of multiple automated data bases (Healthcare, Civilian & Banking related)
- Experience in problem solving, decision-making, and evaluating alternatives for organizational functionality
- Strong Written & Verbal communication skills
- Vast knowledge of United Way programs and volunteer opportunities.
- TABC Certified
- Published writer of poetry, fiction and other genres
- San Antonio, Texas Blues Historian
- Grant Writer
- Volunteer Coordinator
- Child/Adult Crises Intervention

#### COMMUNITY SERVICE

##### Leaders of Tomorrow Project

11/10- Present

##### Lead Mentor

- \*Establish trusting relationship with mentee & Mentors generally one-to-one to enhance their positive development in interpersonal relationships, life skills, and competency development.
- \* Responsible for occasional mentor in-service training.
- \* Track time and nature of contact with mentee.
- \* Verification of time logs for other mentors.
- \*Maintain communication with parents/guardians throughout the mentoring relationship.
- \*Work with Mentors to identify and recommend additional community resources to aid in the girl's healthy growth and development.

\* Facilitate occasional group sessions designed to develop important life skills. Topics include self-esteem/image, peer pressure, pop culture, health & wellness, pregnancy prevention, and goal setting. Mentors receive specific training and facilitation outlines for each module.

**AmeriCorps (City Year) MEMBER,**

The Service Collaborative of New York, San Antonio Housing Authority  
Digital Inclusion Vista 2020-2022

City of San Antonio, Department of Community Initiatives 2001-2003

AmeriCorps (VISTA) MEMBER, 2019-2020

The Clubhouse San Antonio,  
Community Partnership Coordinator  
San Antonio Housing Authority 2020-2022  
Digital Literacy Vista

**The Echo Project** 2022

San Antonio Community Leader program under collaboration  
With San Antonio Poet Laureate Andrea “Vocab” Sanderson

**The Renaissance Guild Theater** 2008 - 2017

- Actress
- Director
- Dramaturg
- Historical Researcher
- Writer

**Teatro Anansi Community Theater** 2015 - Present

- \* Founding member
- \* Artistic Director
- \* Dramaturg
- \* Historical Researcher
- \* Writer

**KLRN / PBS** 2018

- Wrote, produced and directed Youth segment of Lorraine Hansberry documentary

San Antonio African American Cultural Museum 2018-Present

Blues Festival Volunteer Coordinator 2018

SAAACAM (San Antonio African American Community Archive & Museum) Boat  
Docent, Community Leader, Researcher

San Antonio Black International Film Festival 2019-2021  
Volunteer Manager

Congressional Page, House of Representatives 1987-1988

## **EDUCATION:**

WESTERN GOVERNORS UNIVERSITY- Pursuing Bachelors in Education Present

UNIVERSITY OF PHOENIX - - Courses pertaining to Business Management 2010-2012

SAN ANTONIO COLLEGE—Certificate Program Addictions Counseling May 2008

SOUTHWEST SCHOOL OF MEDICAL ASSISTANTS—Cert Med Asst. March 1993

GEORGE W BRACKENRIDGE HIGH SCHOOL—May 1988

## **WORK EXPERIENCE:**

### **Shields' Legacy, LLC**

04/2022-Present

Director of Human Resources

- Interviewing & Hiring of new Crew Members
- Orientation & Compliance of new Crew
- Recruiting
- Personnel Filing
- Community Service & Events Coordinator
- Employee Compliance Review
- Email
- Fed Ex/ USPS shipments

### **Marriott Hotels**

05/14-07/15

Reservations Agent

- Responsible for making reservations for clients who call in to schedule stays at Worldwide properties
- Responsible for assisting new hires with training & mentoring
- System wide testing
- Maintain accountability of systems & training
- Instrumental in mediating conflict resolution
- Ability to diffuse difficult and belligerent clients

### **IDEA Public Schools Central Texas Region**

08/13-2/14

Kindergarten Co-Teacher

- Directly responsible for student instruction under the guidance of an IDEA teacher and assistant principal of instruction.
- IDEA co-teachers set ambitious goals for student achievement and invest students in accomplishing them;
- create a powerful learning environment;
- deliver purposeful, rigorous instruction;

- assess for mastery and track student progress toward goals;
- seeks excellence as an educator and an IDEA team member.

**Texas Department of Health and Human Services**

11/08-8/14

Case Manager/Texas Works Advisor

- Ability to work effectively in a fast paced environment
- Interprets state and federal rules, regulations, and makes recommendations to management to influence policy to increase productivity
- Determines eligibility for Supplemental Nutrition Assistance Program (formerly food stamps), TANF (formerly AFDC), and Medicaid programs
- Ability to analyze and interpret data for customer eligibility services
- Skilled in handling and resolving complex case issues
- Able to successfully manage a caseload, process over 300 cases monthly, and maintain top producer status in the building
- Maintain positive oversight, checks data consistency, information accuracy of application to detect and report fraud
- Coordinates and develop relationships to provide a network communication service plan
- Provide vocational counseling to clients to develop self-sufficiency
- Mentor and develop junior colleagues
- Instrumental in mediating conflict resolution
- Ability to diffuse difficult and belligerent clients
- Ability to provide guidance, referral services for 70% of adults to seek employment

**USAA Federal Savings Bank**

5/04-9/08

Accounts Payable Technician

- Responsible for Providing quality service to members through handling of routine to moderate inquiries and transactions for one product which is deposits.
- Responsible for deepening member relationships through needs assessments and solution offerings from the wide array of USAA products and services.
- Responsible for supply ordering.
- Responsible for printing and mailing official checks and account reconciliation for member accounts.
- Responsible for providing customer service for dedicated Trust Member accounts.
- Team captain for the referral initiative for four quarters.  
Providing referral coaching and self-development coaching.

**Aetna Pharmacy Management**

10/03-5/04

Customer Service Representative:

- \* Responsibilities included assisting pharmacies with help desk issues in reference to processing electronic claims.
- Advised members as to their drug interaction and generic equivalents, for cost effectiveness.

**Healthy Families San Antonio**

5/01-4/03

Family Support Worker

- Provided regular weekly home visits to first time teen parents.
- Provided parenting and child development education through interactive play with the teens and their children.
- Provided information and referrals, in addition to case management
- Utilization of Parents As Teachers curriculum.
- Outreach included visiting WIC clinics and local hospitals providing information on HFSA programs, and generating new program referrals.
- Coordinating Volunteers was an additional responsibility working with this United Way Agency.

**REFERENCES UPON REQUEST**