

# JACKIE A. CUNNINGHAM

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## PROFESSIONAL GOAL

To put my full capacity of communication, support and resources into the hands of Lake County citizens who are in need of Social Services.

## EDUCATION

College of Lake County, Grayslake, IL  
Associate in Human Services, May 2012

Kee Business College, Norfolk, VA  
Medical Assistant Certificate, July 1988

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*"Jackie has an innate ability to neutralize conflict whenever the slightest dilemma arises. She takes initiative, resolve the solution, tackles any hurdles and then gracefully continues her work with an uninterrupted smile."*

- Ashley Edge -

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## PROFESSIONAL EXPERIENCE

**Client Services Manager** NICASA / North Chicago, IL / Dec 2013 to Present

- Manage all direct service intake process for programming services
- Manage all client information pertaining to funding sources
- Solely works closely with Program Director to assist daily fundamentals for NICASA operations
- Manage all clinical counseling appointments on daily operations
- Manage all client and clinicians in and out going messages through DCFS organizations
- Assist with child care programming services
- Manage personal documentation being sought in and out of NICASA operations

**Employment Resource Manager** | Youth Conservation Corps | Waukegan, IL | March 2008 to Present

- Continuously networked with community leaders and businesses to build strong, professional relationships and promote the organization's mission, programs and fundraising efforts
- Developed a partnership with Waukegan Housing Authority to hire skilled program graduates
- Managed numerous fundraisers and other events, resulting in >\$100,000 in contributions
- Successfully managed the employment of 35 AmeriCorps Summer \*VISTAs to neighboring nonprofits
- Created a mentor program to connect at-risk, young adult program members with positive role models
- Solely appeared in a live, televised interview with Comcast Newsmaker to promote the organization
- Coordinated the Deconstruction Training Program with the City of Waukegan (CDGB)
- Assisted with teaching life skills education (personal development, leadership, diversity, civic responsibility, money management, community living, etc).
- Managed and assisted with young adults ages 18-24 with community service projects including conservation, staffing and support at community event, improving city and municipal structures, volunteers support at food banks, shelters and other non for profit agencies.
- Case Management coordination including outside referral services, (substance abuse counseling and mental health services, parenting classes, housing, Department of Human Services, etc).

**Office Assistant** | Morelia Auto Glass | Waukegan, IL | May 2006 to March 2008

- Served as communication liaison between automotive technicians and clients
- Assisted in daily operations, including human resources
- Completed daily data entry tasks such as accounts payable and receivables
- Organized company paperwork for more efficient file system

**Supervisor** | BK Enterprise | Park City, IL | May 2004 to March 2005

- Helped hire, train and lead a 12-member crew
- Motivated crew with customer satisfaction, cash flow, maintain energy, productivity and secured closing shift

## **NOTABLE AFFILIATIONS**

**Board Member** | ClockWise Theatre Company | Gurnee, IL | April 2010 to Present

**Senior Partner** | Women of W.O.R.T.H of Nicasa | Waukegan, IL | Jan 2008 to Present

**Chair** | *Walk for Recovery* Annual Event | Nicasa | Waukegan, IL | Sept 2008 to Present

**Vice President** | Women of W.O.R.T.H of Nicasa | Waukegan, IL | May 2008 to May 2010

**Mentor** | Lake County Haven Organization | Libertyville, IL | Jan 2007 to Dec 2009

**Committee Chair of Lake County Regional Planning Commissions of Lake County Board**

## **ADDITIONAL ABILITIES**

Thorough Knowledge of Addictions and Treatment Process

Adapts Quickly in Changing Environments

Microsoft and Excell Office Friendly