

DESTINY YARBROUGH

Professional Summary

Skills

Child care

Teaching

Microsoft Excel

CPR

Front Desk

Tutoring

Microsoft Word

Team management

Ability to adapt to any environment

Experience

Behavioral Technician , Lad Lake. Milwaukee, Wisconsin

- In a trauma- sensitive environment, we help strengthen resiliency and accelerate healing from past abuse, addiction, teen homelessness and mental health challenges. Lad Lake counselors cultivates well-being and hope for more than 1,200 kids and their families every year.

Milwaukee Academy. Milwaukee, Wisconsin

June. 2022 - April. 2023

- Coordinate and supervise programs designed to help adolescents discover personal interests and abilities. They may focus on a specific area of development
 - such as experiential learning
 - public service
 - healthy living
 - or creative arts. To enrich the programs
- the youth development specialist may coordinate and supervise field trips
- career days
- mentorship sessions.

Personal Info

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(US)

Skills

Leadership



Answering phones



Mentorship



Receptionist



Brand Representatives



Languages

English



BMO Harris Bank. Brookfield, Wisconsin
August. 2021 - May. 2022

- Handle an average of 75-100 inbound calls daily in a high-volume
- fast-paced environment
- Answer questions
- process transactions
- recommend products and provide advice to customers over the phone
- Have meaningful conversations with customers to understand their needs and offer the right products/services to meet them
- Quickly identify and solve problems on the spot to address account inquiries while providing technical and troubleshooting support
- Loan trained
- online banking
- electronic claims and disputes
- maintaining checking accounts and savings account for customers
- Serviced IRA's
- CD accounts as well

full-time nonprofit apprenticeship Rigorous leadership training,
Public Allies. Milwaukee, Wisconsin
September. 2019 - June. 2021

- Milwaukee
- Wisconsin September 2019- June 2021 Practical
- on-the-job learning through a paid
- full-time nonprofit apprenticeship Rigorous leadership training
- Building community through our cohort model Mentoring
- coaching
- and continual self-reflection. Allies are placed with a nonprofit organization where they help address critical community needs such as youth development
- education
- workforce development
- environmental issues
- arts programming and community health. Our AmeriCorps program is a dynamic pipeline for talented young people to emerge as leaders and to strengthen the capacity of community organizations.

Lead Teacher, YWIC. Milwaukee, WI
June. 2015 - May. 2021

- Assist students with homework Entering Attendance Data into the Cayen Systems Instituted mentoring program between 3rd and 4th grade students

- increasing student development and enthusiasm for learning. Fostered meaningful relationships among students through student field-trip retreats and team-work community service projects. Cooperated with parents to support students' learning and healthy development in school and at home. Create sustainable programming

Receptionist, Neu Life Community Center. Milwaukee, WI
May. 2018 - May. 2019

- Preparing financial statements
- reports
- memos
- invoices letters
- and other documents. Answering phones and routing calls to the correct person or taking messages. Handling basic bookkeeping tasks. Filing and retrieving corporate records
- documents
- and reports. Researching and conducting data to prepare documents for review and presentation by boards of directors
- committees
- and executives. Greeting visitors and deciding if they should be able to meet with executives. Using various software
- including word processing
- spreadsheets
- databases
- and presentation software. Reading and analyzing incoming memos
- submissions
- and distributing them as needed. Performing office duties that include ordering supplies and managing a records database. Opening
- sorting and distributing incoming faxes
- emails
- and other correspondence.

Brand Representative, Hollister Co. Milwaukee, WI
October. 2017 - March. 2018

- Provided feedback to all departments on brand consistency in outbound communications. Provided customer service using extensive knowledge of Hollister. Rang up customers by processing cash and credit payments to complete sales transactions on average each shift. Organized and stocked merchandise to keep necessary levels for sales demand. Communicated product value
- quality and style to educate and entice potential customers.



Certifications

- CPR