

---

# Pamela M. Longley

6674 N 81st Street , Milwaukee, WI 53223 | H: 414-841-5505 | E: Longley977@gmail.com

---

## Summary

Poised executive director promoting 10 years of experience in public service. An effective communicator who enjoys working with people of all ages. Seeking an opportunity to promote the mission of a highly regarded institution.

---

## Skills

- Strategic decision making
- Documentation and reporting
- Team-building strength
- Program oversight
- Highly organized
- Staff training
- Special-needs childcare
- Proven team leader
- CBRF Certifications 2017
- Training methods

---

## Relevant Professional Experience

**EXECUTIVE DIRECTOR** | 08/2014 to Current

**Teaching Tots Learning Academy LLC - Milwaukee , WI**

- Worked closely with other stakeholders so that issues were immediately addressed and effective solutions were implemented.
- Gathered and studied key metrics to better understand which programs met desired outcomes and which ones required further efforts to be successful.
- Devised and integrated training for public health professionals.
- Developed improvements to target key areas of improvement.
- Provided accurate and updated information for the membership database on a regular basis.

**ASSISTANT STORE MANAGER** | 05/2013 to 09/2014

**Family Dollar - Milwaukee, WI**

- Recruited, interviewed and hired individuals who demonstrated passion and dedication and would add value to the team.
- Mentored the team on effective upselling and cross-selling techniques.
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Consulted with customers on the latest styles and trends.

**SALES ASSOCIATE** | 10/2012 to 05/2013

**American TV & Appliance of Madison Inc. - Milwaukee, WI**

- Met with customers to understand needs, recommend products and offer services that aligned with individual desires and needs.
- Attended specialized product trainings to educate associates on industry trends.
- Assessed customer needs and found products suited to budget and preferences.
- Proactively identified and solved complex problems that impacted operations management and business directions.
- Promoted brand image and company vision to increase revenue.

**ASSISTANT DIRECTOR** | 01/2006 to 10/2012

**Divine Love Childcare - West Allis, WI**

- Carefully monitored children's play activities.
- Familiarized parents with center's policies, regulations, fees and curriculum.
- Established budgets and tracked expenses.
- Supported children's emotional and social development by adapting communication tactics for differing client needs.
- Implemented positive discipline; followed policy of warning, timeout, talk and parent check-in.

---

## Education and Training

**Nova High School - Milwaukee, WI, USA | High School Diploma**

General Studies, 2008

- 3.4 GPA
- Community Service Projects
- Volunteer Coordinator

---

## Volunteer Experience

Harold S. Vincent High School

September 2017-June 2018

Advanced Home Health Care

November 2014-January 2015

---

## References

Richard Polk

(414)698-3568

Ayanna Washington

(414)499-2535

Felicia Cooper

(414)389-7601

Tyeisha Nixon

(414)999-6995