

MYNETTA BROWER

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CAREER SUMMARY

A Diligent Inclusive Manager with a strong background in leadership, Administration and Customer Service. As a Transformational Leader, I have acquired a strong educational background in the area of Business Organizational Management and Leadership. Areas of expertise have been developed in a variety of office settings to include:

- Management
- Event Coordination
- Student Affairs
- Statistical Reporting
- Staff Supervision
- Sales
- Scheduling
- Training
- Documentation
- Leadership
- MS Office
- Business Operations

EMPLOYMENT HISTORY

CVS Pharmacy, Willoughby Hills, Ohio

2016-2018

Shift Supervisor, Front Store Management

- Work effectively with store management and store crews
- Supervise the store's crew through assigning, directing and following up of all activities
- Effectively communicate information both to and from store management and crews

Customer Service

- Assist customers with their questions, problems and complaints
- Promote CVS customer service culture. (Greet, offer help, and thank)
- Handle all customer relations issues in accordance with company policy and promote a positive shopping experience for all CVS customers
- Maintain customer/patient confidentiality

Cuyahoga Community College, Highland Hills, Ohio

2016-Present

Unit Operations Specialist III, Student Life

Maintain the daily operations of the Student Life Department

- Maintained a quality control department by overhauling and enhancing the departmental vision that led to a more student focused environment.
- Upgraded office data tracking systems to advance the flow of information being disseminated to students, faculty, staff, and administration.
- Developed and updated comprehensive Student Life department guidelines for the expectations of student workers and staff.
- Supervised student workers/student assistants to accommodate and support the needs of the department and college goals.
- Coordinated with Student Life Director and Executive Leadership to discuss the department's budgetary strategies.
- Compiled necessary data for budget preparation and monitor expenditures against department budgets producing a precise account balance.
- Initiated, tracked and processed budget forms including requisitions, check requests, travel checks, petty cash and travel related forms, necessary letters, reports, manuals, forms, agreements, and other related materials, and gather student information for reporting purposes.
- Developed new budget procedures for enhancing departmental functions while maintaining budget spending.
- Entered purchase requisitions and BCR forms into the Banner system daily.
- Monitored, input and validate eligibility for students to participate in student Government and clubs and organizations into Banner system.
- Coordinated hotel, air and meal accommodations for clients, advisor and Student Leaders.
- Coordinated, processed and monitored all food services requests for special events and activities sponsored by Student Life, Student Government, and clubs/organizations.
- Organized, prioritized and delegated duties to department student workers, and staff.
- Proofread flyers, brochures, and other documents presented by clubs, organizations, and advisors for conformance to college policies and procedures.
- Communicated with outside agencies and community organizations such as; business/industry, school systems, students and faculty enhancing publicity of the college.
- All other duties as assigned.

Unit Operations Specialist III, Adjunct Services

2016-2016

Develop, implement and uphold the daily operations of the Adjunct Services Department

- Support Adjunct Faculty requests and including IT technical and administrative support and training.
- Determines work procedures, prepares work schedules and expedite workflow
- Maintains budget spending, account activity, budget files and record books.
- Monitors/tracks travel database, notes and documentation relating to the travel processes and procedures.
- Enter purchase requisitions and BCR forms into the Banner system.
- Provides clerical/general office support as needed such as assisting in the training and processing.
- Provides training to staff and faculty on unit operations.
- Responds to operational inquiries and information concerns from staff, faculty and the general public.
- Resolves enrollment, refund problems and assists in resolving concerns of staff and faculty with issues in Banner, budget and travel issues, office equipment and computer hardware/software.
- Organizes, prioritizes and delegates duties to unit staff and proofs work for conformance to policies and procedures.
- Functionally supervise and schedule the work of part-time staff in the assigned unit.
- Performs other related duties within the job grade and job classification as assigned.

Adjunct Faculty, Academic Affairs

2014-Present

GEN-1803 ST: First Year Success Seminar

- Educating/promoting, coaching and mentoring first year students through their Tri-C Scholastic Career.
- Connecting learners with college personnel, resources, and peers to build a campus community and support system.
- Engaging students with the college community, promoting student's individuality and accountability for learning and development.
- Promote organize and facilitate hybrid and/or distance learning classes as supplements to out of classroom learning.
- Stimulating pre-emptive organizing, supporting student's acquisition of the essential skills, habits and resources needed for completion and success.

Unit Operations Specialist III, Student Life

2008-2016

Maintain the daily operations of the Student Life Department

- Maintained a quality control department by overhauling and enhancing the departmental vision that led to a more student focused environment.
- Upgraded office data tracking systems to advance the flow of information being disseminated to students, faculty, staff, and administration.
- Developed and updated comprehensive Student Life department guidelines for the expectations of student workers and staff.
- Supervised student workers/student assistants to accommodate and support the needs of the department and college goals.
- Coordinated with Student Life Director and Executive Leadership to discuss the department's budgetary strategies.
- Compiled necessary data for budget preparation and monitor expenditures against department budgets producing a precise account balance.
- Initiated, tracked and processed budget forms including requisitions, check requests, travel checks, petty cash and travel related forms, necessary letters, reports, manuals, forms, agreements, and other related materials, and gather student information for reporting purposes.
- Developed new budget procedures for enhancing departmental functions while maintaining budget spending.
- Entered purchase requisitions and BCR forms into the Banner system daily.
- Monitored, input and validate eligibility for students to participate in student Government and clubs and organizations into Banner system.
- Coordinated hotel, air and meal accommodations for clients, advisor and Student Leaders.
- Coordinated, processed and monitored all food services requests for special events and activities sponsored by Student Life, Student Government, and clubs/organizations.
- Organized, prioritized and delegated duties to department student workers, and staff.
- Proofread flyers, brochures, and other documents presented by clubs, organizations, and advisors for conformance to college policies and procedures.
- Communicated with outside agencies and community organizations such as; business/industry, school systems, students and faculty enhancing publicity of the college.
- All other duties as assigned.

Unit Operations Specialist II, Student Life

2007-2008

Maintained and ran the daily operations of the Student Life Office

- Assisted by scheduling and coordinating support activities enhancing student experience.
- Handled resolution of operational problems minimizing escalated grievances.
- Compiled necessary data for budget preparation and monitor expenditures against budget producing a precise account balance.
- Tracked processing of budget forms including requisitions, check requests, travel checks, petty cash and travel related forms, and but not limited to preparation of necessary letters, reports, manuals, forms, agreements, and related materials releasing supervisor's workload.
- Updated and implemented filing system producing an efficient work flow in the office.
- Trained and monitored student assistants and work study students creating a system of delegation.

Key Bank National Association, Cleveland, Ohio

1998-2003

Trust Associate

2001-2003

Maintained Trust Accounts for clients

- Acted as a liaison between trust administrators and clients enhancing communication between parties.
- Controlled the distribution of checks, and processed paperwork minimizing workload of administrators.

Interim Team Leader

2000-2001

Coached, trained, and developed customer service representatives.

- Assisted Customer Service Representatives' with escalated customer issues defusing frustrated customers.
- Maintained a team environment supporting continuous improvements.
- Prepared and maintained daily/monthly scorecards ensuring the accuracy and adherence of employees' work schedules and customer satisfaction.

Customer Service Representative

1998-1999

Responded to customers' inquiries concerning a vast range of retail banking products.

- Handled extensive customer contacts isolating individual customer concerns, problems, or complaints.
- Identified customers changing needs by introducing customers to new banking products.
- Displayed strong work ethic resulting in promotion in a short period of time.

EDUCATION

Walden University

Minnesota, MN

2009-2012

GPA: 3.88

Master of Science Leadership, Human Resource Leadership

Relevant Coursework:

Human Resource Management

Tiffin University

Tiffin, Ohio

2007-2009

GPA: 3.83

Bachelor of Business Administration, Organizational Management

Relevant Coursework:

Business Communications

Cuyahoga Community College

Highland Hills, Ohio

2003-2007

GPA: 3.23

Associates of Arts, Business Administration Transfer

Relevant Coursework:

Business Communications, Marketing, Business Law, Organizational Behavior, Human Resource Management

SKILLS

- ACE – Huron Leadership Series Trainings
- Excelling at Customer Care training
- The Shlensky Institute for Event and Meeting Planning Certificate
- Introduction to Banner and Basic Navigation
- Microsoft Word, Publisher, PowerPoint Outlook, and Excel basics
- Safe Zone Training
- Campus Safety Training
- Sustain Dialogue Training
- Alice Safety Training
- Banner for beginners and budgets
- Blackboard Training
- State Certified Long-term Care Ombudsman (LTCO)
- My Tri-C Buy, Contracts and travel systems Training

PERSONAL AND PROFESSIONAL ACHIEVEMENTS

- Vice President of Student Government – Cuyahoga Community College 2005-2007
- Member of Phi Theta Kappa Honor Society – Cuyahoga Community College 2005-Present
- Awards and accolades for campus, community involvement, and committee participation throughout College Cuyahoga Community College 2005-2006
- Member of Cuyahoga Community College Black American Council Mentoring Program 2006
- Magna Cum Laude, Tiffin University 2009
- Eastern Campus President’s Citation for Excellence 2010
- Diversity and Inclusion Advisory Committee – Cuyahoga Community College 2010
- Member of the Society of Human Resources Management (SHRM) 2010
- Cuyahoga Community College Education Fund Board Committee 2010
- Cuyahoga Community College Inclusivity Advisory Board Committee 2011
- Human Resource Governance Committee 2011
- Cuyahoga Community College Black Caucus outstanding Mentee Alumni 2011
- Member of the Shareholders Investment Group (SHIG) 2011
- Grand Jury Assistant Foreperson and Clerk 2012
- Lander Circle KIWANIS Chairperson Student Advocacy and Co-chair Entertainment Committee 2012
- Lander Circle KIWANIS Board Member 2015
- Co-Advisor, Cuyahoga Community College Male Minority Initiative (MMI) Club 2015
- State Certified (LTCO) 2015
- Orange Senior Project Committee 2016