

VIRGINIA G. PIERCE-KELLY

1109 Moosehead Drive | Orange Park, FL
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EXECUTIVE DIRECTOR OF HUMAN SERVICES

Health and Wellness Counseling | Business Administration | Community Relations

Experienced leader with expertise in all facets of administrative support, marketing, team management, and community outreach within cross-industries. Skilled in collaborating with all members of the organization to promote education and overall wellness to the general public. Instrumental in launching several human services programs and events while utilizing office administrative skills to improve productivity and efficiency within teams. Technical proficiency in Windows operating systems, Microsoft Office Suite, and internet interfaces such as Tripod websites, Yahoo, and Google.

- Interpersonal Communication
- Administrative Support
- Marketing
- Community Outreach
- Project Management
- Time and Deadline Management
- Customer Service
- Client Retention
- Team Leadership
- Document Control
- Training/Development
- Staff Supervision

PROFESSIONAL EXPERIENCE

BUTTERFLY JOURNEY MINISTRIES, Orange Park, FL

1998 – Present

Director of Operations

- Launching highly successful youth reading enrichment programs for ages 8-15 years
- Created lesson plans and provided basic computer training for adults and seniors to promote employment
- Formulating original newsletter and coordinating book signing events for bookstores
- Leading teams for special programs at The Boys and Girls Club
- Successfully marketing programs and events by designing fliers and invitations, promoting community seminars, and developing company website on Tripod

DEPARTMENT OF LABOR, Norcross, GA

2008

DOL Services Assistant

- Led team by organizing staff training, meetings, and schedules
- Maximizing profitability by preparing bi-weekly claimants handbooks inventory and reports for management
- Increased efficiency by educating customers on basic computer tools for filing unemployment claims

GEORGIA CAMPAIGN FOR ADOLESCENT PREGNANCY PREVENTION, Gainesville, GA

2004

Community Organizer

- Supported Director with program document creation and collaboration for new community programs
- Educated young adults with knowledge attained from American Red Cross HIV/AIDS prevention training
- Promoted human service outreach by supervising various reading programs
- Led teams for College & Career Day events and promoted non-profit, community, and college participation
- Successfully marketed events and programs with desktop publishing, document creation, and event planning skills

GEORGIA LIBRARY SYSTEMS, Dawsonville and Gainesville, GA

2003

Circulation Specialist and Library Assistant

- Optimized efficiency by managing documentation and quality of damaged and missing items and assisting Branch Manager with agenda creation, meeting organization, staff training, applicant screening, and interviewing
- Led team by participating in new manual creation for employee training
- Encouraged workplace knowledge by educating patrons on computer usage and electronic card catalog applications

EDUCATION & CREDENTIALS

Master of Arts, Human Services Counseling: Health and Wellness, Liberty University Online, Lynchburg, VA

Bachelor of Science, Human Resources Management & Business Administration, Brenau University, Gainesville, GA

TRAINING & CERTIFICATIONS

Certified Nursing Assistant (CNA257148), Jacksonville, FL

Certificate, Personal Fitness Trainer & Sports Nutrition Consultant, AAI/ISMA, Atlanta, GA

Associate of Arts, Psychology, University of North Georgia, Gainesville, GA

VOLUNTEER ACTIVITIES

VOLUNTEER SERVICES, Gainesville, GA

Administrative Assistant & Customer Relations

UNITED WAY, Gainesville, GA

Customer Relations & Marketing

CONSULATE HEALTH CARE OF ORANGE PARK, Orange Park, GA

Friendly Visitor