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Tameka Brown

Professional Summary

Highly skilled, innovative, and focused professional with many years of experience in resident services, community outreach, supervision, quality assurance, developing resources, and customer service.

Work History

USC Leonard Davis School Of Gerontology - Adjunct Lecturer

Los Angeles, CA

01/2013 - Current

- Engage students with insightful and compelling classroom discussion of topics relevant to coursework to boost student learning and retention
- Distribute course syllabus and responded to student questions and concerns regarding standards, material, grading and progression.
- Consistently increased student registration every semester
- Utilize innovative methods of instruction, including video, interactive class activities and discussions to present course material

HumanGood - Resident Services Supervisor

Los Angeles, CA

11/2011 - Current

- Supervision of 5-7 Resident Service Coordinators covering 8 communities within Northern and Southern California
- Hire, manage, develop and train staff, establish and monitor goals, conduct performance reviews and administer salaries for staff.
- Develop highly-efficient services team through ongoing coaching and professional development opportunities.
- Plan, schedule and execute Resident Service Coordinator training's, including locating speakers, set up, and preparation of materials while meeting budget requirements
- Foster professional networks and relationships with service and resource providers to promote continuity and quality of care for residents.
- Identify service gaps and locates needed resources for residents, including meals, case management and other support

HumanGood - Resident Service Coordinator

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Education

Expected in 05/2022

Louisiana State University At Shreveport

Shreveport, LA

MBA: Project Management

2011

USC Davis School of Gerontology

Los Angeles, CA

Master of Arts: Gerontology

- BW Bixler Memorial Endowed Scholarship Recipient
- Leonard Davis School of Gerontology Scholarship Recipient

2006

UCLA

Los Angeles, CA

Bachelor of Arts: Sociology

- Minor: Afro-American Studies
- Blue and Gold Scholarship Recipient

Skills

- Staff Management
- Budgeting
- Quality Assurance
- Training
- Customer Service
- MS Office
- Time management

Los Angeles, CA

11/2008 - 11/2011

- Assisted residents with transitioning into new living environment and maintained strong relationships with residents
 - Cultivated and maintained partnerships with local community and non-profit organizations to provide education and training beneficial to the underrepresented African American and Latino low-income seniors in the community
 - Maintained a large database of local providers and services available in the city of Los Angeles Referred low-income senior residents to multiple services including mental health and financial services
 - Promoted resident care and safety by maintaining safe and organized environment.
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Awards

2019 USC Gerontology Alumni of the Year