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A passionate advocate representing government agencies to amplify city-wide community outreach efforts. A combination of learned theory and practical ability is leveraged to drive innovation, departmental success, and foster a cohesive, ambitious culture.

### **AREAS OF EXPERTISE**

- Shelter Advocacy
- Community Outreach
- Public Relations
- Team Leadership
- Organizer
- Field Coordinator

### **PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS**

*Associate Outreach Specialist Department of Homeless Services PATH Family Intake Center  
November 2022- January 2024*

- Data entry into the homeless management information system, CARES, to capture service needs of individuals and families experiencing homelessness.
- Assessment of migrants seeking eligibility status with DHS. Notify clients of status and create THA- Temporary Housing Assignment for shelter placements.
- Securing input of shelter documentation, accepting placements, escorting clients to transporting area.
- Arrangement of support for individuals with special needs including crisis management, customized accommodations, vital medical and nutritional aid referrals.
- Verifying entry of clients and notifying supporting government agencies of status updates.
- Notifying domestic violence victims of their DHS rights and enforcement protocols.
- Alerted police when incidents of assault occurred in the facility and provided de-escalation intervention.
- Proficiently managing phone lines in multiple languages and maintained a detailed call log, ensuring timely status updates to clients.

*Field Operations for Bronx Democratic primary for State Senator Bronx June-August 2023*

- Extensive working experience as a canvassing manager, in-depth knowledge of canvassing procedures.
- Utilizing persuasive techniques and phone banking skills to engage voters on candidates' core values.
- Ensuring that canvassers have support during field operation hours with literature, technology, including necessary gear.
- Attend weekly zoom meetings with the campaign team to review progress and follow through with survey notes.

- Motivated voters of their capacity to effect change in the justice system by creating opportunities to have authentic dialogue about the power of politics.

*Campaign Manager for Manhattan Surrogate Court Judge Election February 2022- June/2022*

- Supported candidates in validating petition signatures.
- Verified candidates' eligibility for the primary race by adhering to Board of Election guidelines.
- Increased voter turnout through canvassing, branding, web design, and social media content.
- Provided daily reports on crew members' performance and the numbers of supported and unsupported signatures received.
- Accompanied candidate in supporting the validation of petition signatures.
- Ensured candidates' eligibility for the primary race by complaining with the Board of Election guidelines.
- Leadership strategies to increase supportive voter turnout, through canvassing, branding, web design, and social media content
- Daily reports on each crew member and the numbers they received supported or unsupported.

*Canvassing Director for MGM Resorts International. Empire City Casino. Live Gaming License. Westchester, Yonkers, The Bronx 2019- 2021*

- Assisted in preparing daily canvassing turfs and phone banking for target regions.
- Daily reports on each crew member's outreach results and community feedback.
- Ability to perform physically demanding work and ability to lift and carry weights.
- Maintained neat and well-organized canvassing binders. Chauffeured canvassers to their set destinations by means of 8 passenger's vehicles.

## **EDUCATION TRAINING**

*Fashion Institute of Technology: Certificate in Fashion Art for Fashion Designers/Color Theory. (2012)*  
*Hostos Community College: A.S. Liberal Arts and Sciences Degree. College credits 32. (Continuing)*

## **TECHNOLOGY SKILLS**

◆ Q-FLOW ◆ CARES ◆ EXCEL ◆ MICROSOFT OFFICE ◆ VOTE BUILDER

## **PERSONAL CHARACTERISTICS & SKILLS**

- Great organizational skills
- Leader of a multidisciplinary team
- Effective with diverse populations
- Commitment to the mission
- Class D driver's license
- Takes initiative

## **CERTIFICATE**

*New York City Board of Elections: Poll Worker Recertification. November - 2023*

*New York City Board of Elections: Translator worker Certification. June - 2023*

*New York City Board of Elections: Poll worker Certification. June - 2022*

*National Art Honor Society: Certificate of Membership. September-2007*

*Leaders of Color New York: Certificate of Membership. July -2021*

*NYC Council Member Selvena Brooks-Powers: Certificate of Merit. August -2021*

## **AWARDS**

*Department of Homeless Services PATH families Rising Star: Professional Recognition and leadership (2023)*

Additional information: [www.lesliemaxine.com/communityoutreach](http://www.lesliemaxine.com/communityoutreach)