

# LAQWANDRA S. JORDAN

3000 Cumberland Club Drive, Apt 1101, Atlanta, GA 30339 Cell: 478.335.9621

Laqwandra.jordan@gmail.com

## CAREER SUMMARY

**Motivated and dedicated professional with years of experience in quality control and organizational tasks. Growing track record of success in client relations and legal administrative support. Demonstrates expert insight and proficiency in enforcing and procedures. Skilled and collaborative team leader with experience in coordinating, planning and supporting daily operations.**

## CORE COMPETENCIES

- |                            |                          |                       |
|----------------------------|--------------------------|-----------------------|
| ◆ Microsoft Office         | ◆ Administrative Support | ◆ Assessments         |
| ◆ Community Resources      | ◆ Paralegal              | ◆ Team Leader         |
| ◆ Professional Development | ◆ Customer Relations     | ◆ Quality Control     |
| ◆ Reports/Documentation    | ◆ Process Improvement    | ◆ Policies/Procedures |

## PROFESSIONAL EXPERIENCE

### **DEPARTMENT OF HUMAN SERVICES/2020**

#### **JOB TITLE: COMPLIANCE INVESTIGATOR I**

- Investigates allegations of suspected intentional program violations within SNAP (also known as Food Stamps), TANF, and CAPS program
- Ensures all investigations are conducted in accordance and compliance with state and federal laws and regulations and established DHS policy and procedures
- Organizes and evaluates data from various sources, utilizing research methods, interviewing skills, and excellent proficiency in the use of technology to compile clear and concise investigative reports according to established procedures
- Ensures all evidence is properly handled within the appropriate chain of custody. Provides expert testimony in administrative hearings and in criminal court
- Reviews all internal investigations to ensure their compliance with established rules and regulations
- Serves as a liaison between BIRU and other Divisions within DHS, state, federal agencies, and law enforcement

### **COBB COUNTY DFCS/2017-2020**

#### **JOB TITLE: ECONOMIC SUPPORT SPECIALIST**

- Process applications and reviews using appropriate criteria and policies consistently according to established guidelines
- Recorded and evaluate personal and financial data obtained from individuals in interviews
- Effectively manage a high volume of inbound and outbound customer calls
- Accurately document, research and resolve customer service issues
- Maintain a high-volume workload within a fast-paced environment
- Ensure the department's productivity standards were exceeded
- Prepare reports and communication for senior management and clients

### **PPG INDUSTRIES/2013-2016**

#### **JOB TITLE: PAINT FILLER**

- Maintained accurate records of the materials received and transported out of the warehouse using scanners and barcode readers
- Maintained up to date knowledge and information about inventory and customer information
- Met production and safety goals while minimizing equipment downtime
- Effective communication with staff/management to ensure quality of work
- Executed efficient loading of product as directed by bulk and individual paperwork

### **LAW OFFICE OF ANDRE JOHNSON/2013-2014**

#### **JOB TITLE: LEGAL ASSISTANT INTERN**

- Provided each customer with the highest levels of service and satisfaction at all times
- Coordinated office communications including receiving, recording and relaying of telephone and electronic messages
- Filled all legal paperwork and drafted correspondence, memos and legal memorandums
- Managed attorney calendar and monitored court appearances
- Performed online and offline research to assist attorneys in related casework
- Collaborated with interdisciplinary team in monthly meetings
- Coordinated client appointments as needed

**HOUSTON COUNTY COURT APPOINTED SPECIAL ADVOCATE /2009-2010**

**JOB TITLE: VOLUNTEER CHILD ADVOCATE**

- Demonstrated effective listening and communication skills while interviewing children, family members and professionals
- Generated written reports at court hearing and monitored case plans
- Reviewed court orders, quality checking all documentation for accuracy and data integrity
- Participated in meetings for professional development and updates on company process

**FAMILY COMMUNITY CARE CENTER /2009-2010**

**JOB TITLE: HUMAN SERVICE PROFESSIONAL**

- Provided educational, supportive and/or preventive services
- Demonstrated thorough knowledge of community providers and resources
- Created reports regarding various incidents and disciplinary actions taken
- Monitored medication that was administered
- Provided administrative support to staff and management

**MACON BEHAVIORAL HEALTH SYSTEM /2006-2009**

**JOB TITLE: SHIFT SUPERVISOR**

- Set the example in maintaining confidentiality of all client information
- Monitored employee activities to ensure compliance with organizational rules/regulations
- Coordinated daily activities of adolescent males suffering from mental and behavioral disorders
- Created incidental and disciplinary reports in an unbiased manner

**PULASKI STATE PRISON /2003-2005**

**JOB TITLE: CORRECTIONAL OFFICER**

- Ensured compliance with of all areas within the Department of Corrections policies and procedures
- Consistently facilitated reductions in inmate disturbances/incidents to increase safety
- Quickly and accurately assessed situations and responded positively in demanding situations
- Provided on the job training to new hires to ensure compliance with state rules and regulations
- Prepared, processed and maintained forms, logs, reports and activities
- Built solid relationships with staff/residents to help keep institution safe and secure
- Maintained discipline in a fair and just manner through effective communication
- Responded to medical emergencies with full responsibility for reporting and documenting events
- Worked alongside team to promote safety and security of the inmate community

**EDUCATION/TRAINING/PROFESSIONAL DEVELOPMENT**

**CHATTAHOOCHEE TECHNICAL COLLEGE/PARALEGAL STUDIES  
MIDDLE GEORGIA TECHNICAL COLLEGE  
A.A.S. DEGREE IN CRIMINAL JUSTICE  
CERTIFICATE IN CRIMINAL JUSTICE SPECIALIST  
CERTIFICATE IN CRIMINAL JUSTICE FUNDAMENTALS  
CERTIFICATE IN INTRODUCTION TO CRIMINAL JUSTICE**

**ASHFORD UNIVERSITY  
STUDIES IN SOCIAL SCIENCE**

**HEART OF GEORGIA TECHNICAL COLLEGE  
MEDICAL ASSISTANT DIPLOMA**