**Pam Duvall, ABA**  

**(231)343-2753**

**Email: pamduvall7102@comcast.net or Webpage:www.bbrhccommunityofficelive.com**

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| Summary of Qualifications:* Over 15 years office and computer experience
* Ability to Multi-task, meet deadlines and priorities
* Proven dependability and efficiency
* Excellent Leadership skills
* Strong organizational ability
* Proficient computer skills
 | Community Volunteer Involvement:* Recovery House – House Supervisor
* Usher Board
* Mentor Program
* Missionary Auxiliary
* Food Pantry, Clothing Closet and other community programs
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***EDUCATION***2006-not yet **Grand Valley State University, Allendale, MI**

 Sociology BS Degree: anticipated date of graduation SP/SUM 2014

 Allendale, MI 49401

**December 2009, Acceptance GVSU Master Degree/MPA Graduate non-degree seeking student**

2004-2006 Muskegon Community College

 Gen.ed requirement for entrance to Grand Valley State University

2002 to 2004 **Baker Business College - Muskegon MI**

Associates Business Administration Degree: June 10, 2005

Dean’s List (3.0 GPA)

 Muskegon, MI 49444

***OCCUPATION*** 7/06 to present **Program Administrator**

Breakthrough Believers Recovery and Healing Center

501c3 nonprofit Organization, State of Michigan

MDCH/SUD Licensed Treatment Provider

Halfway Houses/Sober Living House and Community/Recovery House

Grand Rapids, MI

Responsible for supervise small volunteer staff, sub-committee, client intake, 1:1 case management/client planning sessions, group facilitation, substance abuse education classes for individuals with mental health and substance abuse issues, relapse prevention & aftercare services, coordinate services implement policy, procedures for program services, coordinate community resources for clients, coordinate client activities and events, coordinate mentor program and attend substance abuse advisory council meetings, attend substance abuse coalition meetings with local human service delivery systems. Also, recently I developed the startup of a Recovery House in Grand Rapids that houses 4 to 6 residents that are monitored as I delegate duties to empowering residents as team leaders. In addition, solicitation of grant proposals, in-kind donations, research RFP’s, request grant guidelines and timeframes, submit grant proposal, rec’d money Awards and solicit pledges

3/06 – 6/06 **Internship**

CMH- Brink

Muskegon, MI

Responsible for building relationships and meeting with the individuals receiving services, their guardian, families and support systems, co-facilitator of WRAPAROUND support group, attend Mental Health workshops, coordinate support systems and attend advisory board meetings

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**Pam Duvall-Bateman**

**Curriculum Vitae**

8/05-6/09 **Peer Support Person/Sponsor/Mentor (volunteer)**

West Michigan Therapy/TLC Women Transition Program

 Mett Johnson

 Muskegon, MI

Responsible for step study with women who struggle with mental health issues and substance abuse relapse issues, women in the criminal justice system helping them with

community resources, completing FAFSA, housing applications, working on identifying triggers, warning signs and symptoms of relapse.

4/06 to 6/09 **Department Secretary – Part-time Workstudy Position**

Muskegon Community College - Muskegon, Michigan

 English Faculty Department – Student Job Placement

Muskegon, MI 49444

Duties: typing, telephones, incoming/outgoing mail, fax, filing

2/05 to 5/05 **Secretary, Sales Staff Support - Seasonal Worker**

Zelenka Nursery, West Olive, Michigan

 Michigan Rehabilitation Referral/Kandu Industries Job Placement

Grand Haven, Michigan

Duties: all administrative duties reported directly to Operations Director

8/04 to 10/04 **Receptionist/Administrative Assistant - Temp**

Concept Engineering

 Phoenix Temporary Job Services, Muskegon, Michigan

Spring Lake, Michigan

Duties: front desk person, greet public daily, typing, filing, incoming/outgoing mail, telephones and messages, fax, data entry, account receivable

6/03 to 6/04 **Receptionist/Administrative Asst. - Temp**

Professional Search Job Placement Agency

 521 Cambridge Dr.

Norton Shores, Michigan

Duties: one girl office responsible for all administrative duties greet public daily, typing, filing, incoming/outgoing mail, telephones and messages, fax, data entry, account receivable

4/03 to 6/03 **Customer Service Inbound/Outbound Call Center - Temp**

Gerber Products

 Kelly Temporary Job Service, Grand Haven, Michigan

Fremont, Michigan

Duties: call center telephone sales of Gerber baby insurance policy, accepted insurance policy payment in the form of credit card payment or check by telephone data entry payments in system.

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**Pam Duvall-Bateman**

**Curriculum Vitae**

1/03 to 4/03 **Receptionist/Administrative Assistant - Temp**

 **Grant/Proposal Writer**

Word of Truth Outreach Ministries, Muskegon, Michigan

 Pastor Sarah Johnson

 Higher Achievement Learning Center/Daycare Office

Muskegon, MI 49444

Duties: all administrative duties for CEO/Founder and all department heads, solicitation of donations, research RFP, seek out RFP grant guidelines and timeframes, submit grant proposal, solicit pledges, follow up charitable gifts with charitable contribution receipt

5/01 to 8/01 **Legal Assistant - Temp**

Attorney Larry Sanders Prosecutor's Office

Quality Staffing Temporary Job Service

Grand Haven, MI 49417

Duties: one girl office responsible for all typing motion, notice of motions, divorce judgments, affidavits, screen clients, accounts receivable, setup appointments and filing legal documents at county clerks office

2/97 to 2/98 **Clerk Typist II/Finance Unit Secretary - Temp**.

Kent County Community Mental Health, known as Network 180

 Talent Tree Employment Services, Grand Rapids, Michigan

Grand Rapids, MI 49503

Duties: typing CARF policies updates and changes, typing correspondence, filing, accounts receivable, coverage front desk reception area for lunch breaks, processed and distribution of incoming/outgoing mail, postage machine, fax machine

***PROFESSIONAL, VOLUNTEER ORGANIZATIONS:***

2009- present Recording Secretary - for KCRHC subsidiary of Network 180, Grand Rapids, MI

2009- present Substance Abuse Prevention Coalition, Grand Rapids, MI

2007- present Drug Free Muskegon Coalition, Muskegon, MI

***AWARDS***

* 2008-2009, Patriot Award.
* 2008-2009, Professional Women Award.

***COMPETENCIES & INTERESTS***

August 2005,  Graduated Baker Business College Dean’s List (3.0gpa)

August 1997, Certificate of Completion ACCESS

June 1997, Certificate of Completion Grammar and Usage Fred Pryor Seminars

December 1997, Certificate of Completion Powerpoint

August 1997, Certificate of Completion Micro-soft Windows

October 1997, Certificate of Completion EXCEL

November 1997, Certificate of Completion WORD

December 1997, Certificate of Completion Introduction To The Internet

**Computer Skills:**

**Computer Literate:**  IBM-XT Word Processor, Gateway 2000, E-mail, Word Perfect, Powerpoint, Access, EXCEL, Internet, Windows 95' 98' Millennium & Me, Microsoft Office XP, Lotus 1,2,3, Microsoft OUTLOOK, Publisher

**Personal Interests:**

Bike Riding; Human Services and Systems that Support Individuals with disabilities, Softball, Skating; Reading and Research