

Rhashonna C Cosby-Hurling

(Cell)

- Home Address

- personal email Address.

Summary

I have 17 years of experience in customer service, including as a President of a non profit organization, as a Councilwoman Fifth Ward and teacher of adult vocational education (cosmetology) Most recently, I have been working as a Councilwoman in the city of Linden since 2011.

My skills and experiences include: Customer Relations, Coaching, Data Analysis, Database Administration, Fundraising, Labor Relations, Management, Marketing, Meeting Facilitation, Policy Analysis.

I hold a Diploma from Orange High School with a focus on Cooperative Office Education and I hold a Certificate in Cosmetology as well as a Teaching Certificate from Concorde School of Hair Design.

Objective

To utilize my advanced PC skills, extensive customer service experience, organizational skills and my recent experience as a community liaison to meet the goals of the organization while providing a high level of professional and courteous service.

Experience

RESPECT Foundation, Linden, NJ
Founder and President

Feb. 2011 to Present

Providing informational resources on health, education and employment to residents.
Assisting residents with applications for utility assistance via internet or paper.
Making referrals to Urban League, Proceed, Linden Social Service and Linden Family success center as needed based on the family or individuals needs.
Providing NJ Notary Public Services as needed.
Managing fundraising campaigns.
Working with trustees to deliver educational and cultural programs for the community.

City Of Linden, Linden, NJ
Councilwoman Fifth Ward

July 2010 to Present

Liaison between municipal departments, local service agencies and ward residents.
Providing guidance to Department Managers on policies and programs.
Researching and recommending process improvements to enhance department's efficiency.
Creating community partnerships for health, literacy and youth/family programs.
Supervising volunteer staff during workshops and community events.
Co authoring personnel policies and working closely with labor relations specialist.
Counseling Department Managers and providing written performance evaluations.
Working with Affirmative Action and EEOC Officers on policies and best practices.

Loreal USA, Westfield, NJ
Professional Salon Adviser

Sept. 2005 to July 2007

Providing specific product technical assistance to consumers and salons with 100% accuracy.
Created and delivered training module for professional staff on spreadsheet tool's functionality, decreasing all advisers data retrieval time for specific call types.
Developed Power Point presentations for team meetings.
Providing access reports to Management as a member of the reporting team.
Data analysis and trend identification from contact database.
Proof reader for advisor white paper technical reference guides.
Active member of the Cheerleader Newsletter team

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Pathmark Store Inc, Carteret, NJ
Administrative Services Manager

Feb. 2004 to Dec. 2005

Creating and maintaining multiple department data bases.
Interviewing LP officers involved in physical altercations with suspects.
Providing monthly, quarterly and annual reports with analysis with 100% accuracy.
Tracking and billing for vendor security services.
Reviewing Loss Prevention reports and any evidence from incidents for accuracy.
Managing multiple tasks simultaneously.
Leading conference calls and managing inbound calls from stores and various departments.
Created and managed monthly file transfer for third party offender fines billing report.
Assigned and reviewed administrative staff weekly data entry.
Responsible for managing office personnel.
Cross training staff to perform data entry and report queries.
Performing staff evaluations.

Cingular Wireless, Woodbridge, NJ
Human Resource Customer Care Trainer / Development Coach

Aug. 1999 to Feb. 2004

Creating new hire training lesson plans and modules using MS Word and Excel.
Providing written trainee evaluations to all trainees during and after training course.
Facilitating classroom training for new hires with 95% completion rate.
Creating web based training modules for experienced staff having 100% accurate completion of training assessments.
Providing one to one coaching for new hire staff on the 800 line for quality assurance.
Providing feedback and recommendations to Training Director and Operations Managers based on coaching sessions with 100% implementation to improve training courses.
Created and maintained a training department data base.
Reporting trainee attendance with 100% accuracy using Excel and Database reports.
Developer and Chairperson for the Training Department's Morale committee.
Awarded Circle of Excellence Award 2000 for going above and beyond the call of duty.

Nextel Communications, Rutherford, NJ
Customer Support/ Team Leader

Sept. 1996 to Aug. 1999

Accepting inbound calls from the 800 line with 98% once call resolution.
Assisting the representatives with escalated customer calls
Managing research database for consumer follow ups.
Providing quality call coaching to new hires and experienced staff.
Creating weekly staff statistic reports.
Creating market specific training modules for system and product updates

Education

1989 Orange High School, NJ

Diploma: Cooperative Office Education

Course Work Completed : Cooperative Office Education, **Honors :** Award for Coordinating Senior Prom, **Activities :** Future Business Leaders of America Vice President

1994 Concorde School of Hair, NJ
Certificate: Cosmetology

2003 Concorde School of Hair Design, NJ
Teaching Certificate: Teacher of Cosmetology

Licenses

New Jersey Automobile

Skills

Rhashonna Cosby-Hurling

Administration, Billing, Coaching, Counseling, Data Analysis, Data Entry, Database Administration, Fundraising, Labor Relations, Loss Prevention, Macromedia Director, Management, Marketing, Meeting Facilitation, Microsoft Access, Microsoft Excel, Microsoft Office, Microsoft Powerpoint, Microsoft Windows 2000, Notary, Policy Analysis, Presentation Skills, Reports, Research, Spreadsheets, Supervisory Skills.

Languages

English

Volunteer Activities

Present, RESPECT Foundation; non profit civic organization

NJ Parent Teacher Association: Life Member

Honors

Circle of Excellence in Customer Service 2000

NJ State Senate Woman in History Award 2010

Affiliations

Toast Masters International. CTM

Cosmetology Educator Association

Union County Advisory Council for the status of minorities 2012

Professional Development

Microsoft Word level 2, Excel level 2 Access level 3

2008, 2010, 2011 Teaching methods

2011 Teaching with disabilities

2011 Classroom Control

Interests

Humanitarian, Diverse Culture and History.

References

Catresa McGhee

Sabrina James

Sharon Myers: (732) 281-4248

Joseph Bodek (908) 474-8445

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Internships

Union County Workforce Investment Board 2013

Job Development Coordinator

John Francis Roman

• [REDACTED] - *Hopkins*
• [REDACTED] • [REDACTED] - *personal*
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Education

Bachelor's in Political Science

Kean University – Union, New Jersey

May 2011

Kean University Student Organization Public Relations Director and Events President

Experience

Booker for Senate, Field Organizer and GOTV Director

August-October 2013

- Recruited canvassers
- Organized canvasses for a Get out the Vote campaign for the Senator-Elect
- Managed multi thousand dollar budgets

Linden Council and Board of Education Races , Field Organizer

April 2012 – Present

- Field Director, Chns Kolibas for 1st Ward Council
- Treasurer / Field Organizer Topolepski, Coates, and Alvarez for Linden's BOE
- Organized successful elections in Linden's 1st, 5th, and 7th Wards.

Five Corners Strategies

January – May 2012

- Traveled to specific locations along the east coast to push legislation on all levels of government
- Canvassed locations to gather support for specific pieces of legislation

Gordon, Wagner, and Eustace, NJ's 38th Legislative District Campaign, Staff

September- November 2011

- Field Organizer
- Assistant to GOTV Director, Campaign Director
- Recruiter

New Jersey's 20th Legislative District Office-Campaign, Intern

January – June 2011

- Researcher
- Data Entry using NJVAN
- Answering Phones and Constituent Complaints
- Assistant to Field, Campaign, and Finance Director

References

Christopher Hudak

- Union County Freeholder, Linden Democratic Chairman

- [REDACTED]

Chris Kolibas

- 1st Ward Councilman, Linden, New Jersey

- [REDACTED]

Shane Derris

- Assistant Director of the Center for History, Politics, and Policy at Kean University

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per OPRA.