

TONYA ZIMMERMAN

109 My Road, Albany, NY 32109 t.zimmerman@myemail.com (901) 234-5678

Passionate and committed program manager with qualified social worker status and more than seven years' experience leading community projects and residential programs. Organized and diligent. Adept at leading and motivating colleagues. Proven ability to oversee staffing and operations. Talent for promoting services to the public.

EDUCATION

Bachelor of Science in Social Work

Silver School Of Social Work, New York University, New York, NY
September 2007 - June 2011

Master of Social Work

Silver School Of Social Work, New York University, New York, NY
September 2011 - June 2013

KEY SKILLS

- Staff recruitment and training
- Budget management
- Detailed knowledge of addiction and mental health programs
- Service promotion

CERTIFICATIONS

- Social Worker Certification, 2011

PROFESSIONAL EXPERIENCE

YOUTH PROJECT PROGRAM MANAGER

Research Foundation for Mental Hygiene Incorporated, Albany, NY March 2016 - Present

- Arrange and oversee suicide prevention initiatives for local high schools, colleges, and other youth organizations
- Lead a team to deliver training to educators, resulting in a 64% improvement in participants' confidence to discuss sensitive issues with students in 2020
- Recruiting and onboarding five new staff members in 2020 and providing career development opportunities for colleagues
- Spearhead initiatives to raise public awareness, resulting in 54% more young people accessing support from the crisis helpline over a three-month period

PROGRAM MANAGER

Hope House Incorporated, Albany, NY
July 2013 - March 2016

- Supervised and deployed care and administrative staff, led performance reviews, and set development targets
- Devised and facilitated a broad range of training and therapeutic activities to empower male residents in recovery from alcohol addiction
- Negotiated with and selected contractors and managed the departmental budget