

Jacqueline L. Miles
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SUMMARY: Focusing on improving the lives of seniors and individuals in the community. Contributes to the community through on-going participation in various committees and organizations. A team leader with a record over 20 plus years of working in a business environment.

PROFESSIONAL EXPERIENCE

Danbury Senior Living of Columbus OH – A senior living community providing both assisted living and memory care services to seniors.

Culinary – Dietary Aid (2014 to present)

- Assist with preparing, serving and monitoring dietary intake of patients according to prescribed dietary requirements and preferences.

Lower Lights Ministries - A non-profit organization (founded in 1991) focused on breaking cycles of poverty and addiction for youth, adults and ex-offenders. Provides supportive housing, youth enrichment services and outreach services.

Rachel’s House – Housing Coordinator, Women’s Re-Entry Program (2023 to present)

- Support women transitioning from incarceration to independent living by providing housing oversight, case management, and daily support.2023
- Assist residents with transportation to appointments, court dates, job interviews, and shopping.
- Conduct regular wellness and progress check-ins.
- Help residents access community resources, employment opportunities, and educational programs.

Cott Systems Inc., Columbus, Founded in 1888, a market leader in the development of information systems and professional services for state and local government. now as *One World Communications, Powell, Ohio* A technology, data integration and work flow Management Company that focuses on business process solutions that concentrate on data extraction, integration, print management and lockbox services, provides auditing services for data that will be utilized in searching public records.

Auditing Technician (April 2007 to 2014)

- Responsible for data audit of real estate and land record documents; interpreting and verifying critical elements of data from the legal documents as compared to data entered by the customer.
- Perform data entry tasks as needed.

Auditing Technician (May 2006 to March 2007)

- Responsible for data audit of assigned accounts for real estate and land record documents; interpreting and verifying critical elements of data from the legal documents as compared to data entered by the customer.
- Front desk responsibilities (on a rotating basis) included receiving incoming calls, greeting visitors, signing in guests and advising associates of guest arrivals, receiving and sorting mail.

Help Desk Coordinator (July 2005 to April 2006)

- Receive incoming calls and emails from the customer, document call details in companywide CRM (customer relationship management) application.
- Evaluate and assign calls to the next help desk support agent.
- Work with various tiers in support to help solve customer issues as quickly and efficiently as possible.
- Follow up with customers to confirm satisfactory resolution.

Auditing Technician - Team Lead (1988 to June 2005)

EDUCATION AND TRAINING

- Attended Columbus State Community College- Business Management/Public Administration
- Cott Systems – Customer Services Excellence workshop – 6/2004
- Business and Professional Women/USA-Individual Development Leadership Conference Certificate of Completion– 1/2006
- Rockhurst University Continuing Education Center-Basics of Knock-Your-Socks-Off Customer Service – 4/2006
- Center for New directions – 6/2007

OTHER ACCOMPLISHMENTS

Awards

Columbus City Council Certificate of Honor and Recognition 2024
Appreciation honor award from The Franklinton Area Commission 1/25
Neighborhood Partnership Grant Three Women and Shovel 2016
Cott System – Service Excellence Certificate – 1/2005

Volunteer Experience –

- Franklinton Area Commission (Present)
- Franklinton Area Neighbors Association (Present)
- Three Women and A Shovel (present)
- Hope Center (packing lunches for the homeless)
- Triedstone Missionary Baptist Church Missionary Society member (present)
- The Church of Jesus Christ Ministries - assistant administrator
- Family Reunion Coordinator/Treasure (200+ family members), since 2003
- Cott Systems – Team Leader for Cott Connection newsletter team, 5/2004 to 4/2007
Included presentations (status updates) at companywide communication meetings
- Cott Systems – Wellness Team – 2006 to 4/2007
- Cott Systems – Customer survey team