

MAYOR-PRESIDENT'S AWARENESS
COMMITTEE ON CITIZENS WITH
DISABILITIES

RESUME LIST:

*Flores, Nicole

**incumbent*

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Nicole Flores

Confederate Avenue

Broussard, LA 70518

WORK HISTORY:

EXECUTIVE DIRECTOR, FAMILIES HELPING FAMILIES OF ACADIANA, LAFAYETTE, LA

1/2020 to present

- Interprets Families Helping Families of Acadiana's purpose and programs to ensure FHFOA achieves its mission "To assist and strengthen individuals with disabilities and their families through a coordinated network of resources, services, and supports".
- Develops and maintains business and fund development plans and directs daily operation of the center.
- Directs and supervises the financial operation of the Center, including reviewing and approving/denial of all expense items and payroll information. Also reviews all financial documents prior to publication.
- Develops recruiting, training and retention programs for staff. Ensures that all contract deliverables are completed on time and work with staff members to achieve that goal.
- Attends community events to develop public awareness of FHFOA. Gives presentations to community and civic organizations as to FHFOA services. Establish strong community and business relationships with efforts focused on promoting the mission and vision of FHFOA
- Attends Board of Directors meetings, engages the board to support FHFOA mission. Handles requests as assigned by the Board of Directors. Maintains an open & respectful communication & collaboration with all FHFOA staff, administration, and Board of Directors.
- Completes employee evaluations annually, determining salary rate and continued employment. Promotes professional development of staff members.
- Oversees event fundraising planning and participates in fund development committee meetings.
- Joins and supports LaCAN and recruits new members.
- Understands and practices People First Language

EDUCATION LIAISON, FAMILIES HELPING FAMILIES OF ACADIANA, LAFAYETTE, LA

9/2017 to 1/2020

- Conducts ongoing, rigorous, and strategic family outreach in supported parishes.
- Provides technical assistance and direct support for families and members of the disability community.
- Collaborates with the Louisiana Department of Education and local education leaders to bridge communication and support between families and school systems.

CASE ASSISTANT – PROMOTED TO CASE MANAGER, HUB ENTERPRISES, BROUSSARD, LA

7/2014 to 5/15/17

- Responsible for coaching, developing, and managing a team of 18 to 20 employees.
- Maintained contact with clients via telephone calls, email, and certified letters. Provided feedback to each client as scheduled and ensured prompt delivery of reports.
- Compiled the findings of each case in final reports which thoroughly and accurately reflected the results of HUB Enterprises' investigations, in order to provide key findings to each client.

BUSINESS DEVELOPMENT ASSISTANT – PROMOTED TO PROJECT MANAGER

BIZZUKA, INC., LAFAYETTE, LA

2/2011 to 6/2014

- Primary point of contact for website clients as their project moved through production.
- Managed client project expectations and communicated project needs through effective, consistent communications with clients.
- Provided extensive Content Management System training and provided technical troubleshooting for clients in order to resolve all issues.
- Supported sales representatives in preparing sales proposals, creating accounting agreements and contracts, and facilitating the move of projects from sales to production.
- Assisted in lead generation and supported client retention initiatives.

CUSTOMER SERVICE TRAINER/MANAGER, AT&T MOBILITY, LAFAYETTE, LA

3/2002 to 12/2010

- Supervised 16 direct reports, managing payroll, performance evaluations, attendance and performance discipline, safety and sales training. Interviewed and made hiring decisions for qualified applicants. Conducted weekly employee meetings, performance reviews, and career development plans.
- Assisted with company reorganization and surplus situations. I also acted as change agent to successfully implement a nationwide reorganization to ensure all employees adhered to national policy and procedures.
- Trained new employees to meet performance expectations after on boarding. This included instructor-led training utilizing Central-based courses with Windows applications and SharePoint sites.
- Created, facilitated, and evaluated training documentation for new departments (leading to the call center to become the top performing region at AT&T after its implementation).

PROFESSIONAL ACHIEVEMENTS AND MEMBERSHIPS:

- 2018 Graduate of Partners in Policymaking

Current and active member of:

- Education Co-Chair: GOVERNOR'S ADVISORY COUNCIL ON DISABILITY AFFAIRS (GACDA)
 - Chair : LAFAYETTE MAYOR-PRESIDENT'S AWARENESS COMMITTEE FOR CITIZENS WITH DISABILITIES
 - LOUISIANA COUNCIL'S ADVOCACY NETWORK (LACAN)
 - THE LOUISIANA DEPARTMENT OF EDUCATION SPECIAL EDUCATION ADVISORY PANEL
 - LAFAYETTE PARISH TRANSITION CORE TEAM
 - REGION 4 CROSS-COLLABORATION EMPLOYMENT COMMITTEE
 - AUTISM SOCIETY OF ACADIANA
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SKILLS:

- Manages FHFOA contracts to meet monthly and yearly deliverables.
 - Provides support, training, and guidance to individuals with disabilities and their families.
 - Customer Service (15+ years)
 - Management (15+ years)
 - Training & Development (20+ years)
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EDUCATION

MASTER OF ARTS IN ORGANIZATIONAL MANAGEMENT, UNIVERSITY OF PHOENIX, 2005

Coursework included topics such as project management, ethics, financial decision making, communication, and change management.

BACHELOR OF ARTS (HISTORY), UNIVERSITY OF LOUISIANA AT LAFAYETTE, 2001

Member of Phi Kappa Theta (History) and Pi Gamma Mu (Communications) Honor Societies