

Amy Rafe

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Summary

An experienced leader with a strong background in customer care, administrative support, and sales. With over 30 years of professional experience, Amy has demonstrated exceptional dedication to assisting others and delivering outstanding results. She possesses an impressive skill set, including resume building, client support, and administrative management, and is always willing to learn and grow. Her extensive work history highlights her commitment to supporting individuals and organizations with integrity and professionalism.

Professional Experience

Nae Nae's Way | Office Manager

2020- 2024

- Communicate effectively with clients via phone and email to foster relationships and identify new opportunities.
- Maintain organized and up-to-date client records for efficient tracking and follow-up.
- Collaborate with various organizations to expand community engagement.
- Provide administrative support for community outreach initiatives.

Start on Success | Career Development Specialist

2015 - 2019

- Guide disabled job-seekers through resume building and job search process.
- Network with employers to identify job opportunities for unique individuals.
- Educate clients on effective job search strategies, improving their chances of employment.
- Manage schedules for all employees to ensure all appointments are maintained.
- Support individuals in developing professional skills for interviews and workplace success.
- Offering support on the job when necessary.

4HundredWayz | Co-Founder, Administrative Coordinator

2005 – 2011

- Spearhead administrative operations, ensuring the organization runs efficiently and serves its mission.
- Draft the nonprofit's mission statement and bylaws to establish the organizational framework and long-term vision.

- Coordinate annual fundraising events including back-to-school shopping spree and holiday food drives.
- Engage with community members to identify needs, cultivate partnerships, and expand outreach initiatives.
- Organize events aimed at improving community well-being.
- Coordinate with city leaders to plan events including securing the required permits and authorizations.
- Manage communications and other forms of media to enhance visibility.
- Coordinate with the tech team to keep our website up to date.

State of Georgia | *Employment Support Specialist*
1991 - 2012

- Dedicate over 20 years to helping individuals with disabilities secure meaningful employment.
- Participate in community activities such as school events, job fairs, and other networking opportunities.
- Organize training programs that allow staff to stay abreast of new employment trends.
- Provide one-on-one job coaching, resume assistance, interview do's and don'ts, and job skills development.
- Partner with employers to create inclusive work environments and opportunities.
- Maintain long-term relationships with clients, ensuring sustained employment success.
- Support newly employed clients with job coaching while on the job site to ensure successful employment.
- Stay current on ADA (Americans with Disabilities Act) laws and regulations.
- Network with community partners and employers to secure employment opportunities for clients.

Skills

- Administrative Management
- Customer Support & Client Relations
- Resume Writing & Career Coaching
- Communication & Interpersonal Skills
- Organizational & Time Management
- Proficiency in Office Software (e.g., Microsoft Office Suite)
- Sales and Client Development

Education

Associate's Degree in Business from Los Angeles City College

Certification in Psychology for job training from the University of California at Los Angeles

ADA Certification from Albany State University

Drug and Alcohol Abuse Program from The Merce University School of Medicine

Assertive Community Development from the Brawner Midtown

Certificates

The Seven Habits of Highly Effective People Development Program from Georgia Dept of Labor

The Job Development Specialist's Guide to Successful Partnerships with Business

Managing and Succeeding in a Diverse Workforce Workshop from the Georgia Dept of Human Resources

Community Rehabilitation Programs Workshop from Georgia Facilities Leadership Team