

Diona Montgomery

Inspirational Cultivator

About Me

Personable professional with excellent communication and interpersonal skills seeking engaging opportunities to work with unique individuals, organizations, as well as companies that align with my interests while encouraging new experiences of growth.

Professional Experience

Gift Processing Administrator

Communication with donors via in-person, phone, email, and mail to provide courteous as well as efficient service while building upon developed relationships formed with the organization.

Collaboration with Executive Development Director to build Estate/Planned Giving packet content for prospective legacy donors.

Data Entry of received monetary donations into database system and spreadsheets via various channels.

Conducted consistent clean-up of database as requested and/or scheduled using the provided instructions.

Management of the reporting for gratification letters of each gift by generating them via mail-merge, and filling out mail form through postal service along with preparing letters for mailing.

Drafted, edited and revised gratification letters for sponsors and donor advised fund donations from major donors.

Conducted the running of multiple reports as needed and/or on designated schedule.

Assistance to Executive Development Director with direct-mail and digital marketing campaigns by attending scheduled meetings with marketing partners, adding the appropriate codes/projected amount into the database, importing files and testing scanlines for accuracy.

Assistance to Executive Development Director with the drafting, editing, and revision of documents intended for donors, speakers & public.

Assistance to Development team with the registration/check-in process, facilitation of designated volunteer groups, and additional tasks as needed during annual/fundraising events.

Administrative Assistant

Provided excellent customer service in welcoming clients and assisting them with requests for services along with the clinic's intake process.

Assisted Executive Administrative Director with projects regarding organization and documentation of client filing as well as facility programs by developing spreadsheets/systems.

Assisted clinicians with management and scheduling of assessments/appointments.

Arranged and managed medical transportation with clients' insurance company for attending appointments/programs.

Responsibly conducted office procedures for the opening and closing of the facility.

Collected various forms of client payment and updated records.

Monitored phone lines, call logs, SFax, voicemails, and emails.

Handled requests for scanning, faxing, filing and shredding of documentation.

Compiled and maintained inventory of office supplies and break-room necessities.

Ran errands involving lunch pickups and mail runs when needed.

Educational Background

2016 - 2019 Capella University
Master's Program
Systemic Relational Counseling/Therapy
Credits: 84
GPA: 4.0

2008 - 2012 Southern Illinois University
Bachelor of Science Degree
Major: English
Minor: Education

Transferable & Cross-Functional Skills

- Check Processing
- Credit/Debit Card & Third Party Processing
- Database Management
- Data Entry
- Direct-Mail / Digital Campaign Marketing Assistance
- Donor Relations
- Email/Letter Drafting, Editing, and Revisions
- Estate Planning
- Legacy Donors Documentation Creation
- Event Registration Processing
- Fundraising Event Assistance
- Facilitation of Volunteer Groups
- Filing (General/Electronic)
- Running Reports
- Problem-Solving

- Office Procedures
- Opening/Closing Facility
- Customer Service
- Intake Processing
- Screening Calls/Faxes
- Scheduling/Managing Calendars
- Coordinating Transportation
- Monitoring Inventory
- Money Handling
- Errand Running
- Development of Spreadsheets/Systems
- Organization
- Security & Confidentiality Practices

Teacher's Assistant

Collaborated with Special Education Teachers to devise individualized strategies for reinforcing learning materials and skills based on sympathetic understanding of designated students' specific needs, interests and abilities.

Supported instructional modifications under the direction of supervisor, general & Special Ed. teachers within classrooms for inclusive learning during one-on-one assistance as well as small group student support outside the classroom environment.

Assisted Special Education Teachers with documentation for data tracking and input relevant to (IEP) Individualized Educational Plans.

Developed goals/plans/strategies for remediation by collaborating with teachers, parents/guardians, as well as students based upon academic, behavioral, &/or social-emotional challenges.

Communicated observations of academic, behavioral, and/or social-emotional difficulties once aware and teamed with colleagues, guardians & students to devise effective plans of action.

Respected the confidentiality of student records and conversations regarding students.

Collaborated with all stake holders (administration, teachers, parents/guardians, as well as students) to assist in encouraging student focused and project centered learning experiences.

- Collaboration
- Communication
- Interpersonal
- Tutoring
- Group Instruction
- Development
- Conflict Resolution
- Observation / Supervision
- Goal Setting
- Data Tracking
- Inclusive Learning
- Project Centered Learning
- Person Focused Learning
- Note-Taking & Record Keeping
- Emotional Intelligence

File Clerk

Managed filing of documentation for practitioners throughout organization.

Monitored inventory of files, supplies and progress report shortages.

Handled requests for scanning, faxing, and shredding of documentation.

Input and organized client information utilizing Microsoft Excel for efficient access.

Input progress notes into designated computer system for proper storage and security.

Answered phones and assisted Receptionist with providing reminder calls pertaining to appointments as well as payment balances.

Assisted Administrative Director with retrieving and filing documentation for auditing.

Assisted with provider payments/paystubs, Child & Adolescent Mental Health Division (CAMHD) billing, Crisis Prevention Receipts, and postal service tasks.

Followed procedures for security and confidentiality of client information.

- Receptionist / Front Desk Assistance
- Secure Data Entry of Progress Notes
- Scanning, Faxing, and Shredding
- Appointment Reminder/Confirmation Calls
- Billing/Payroll Assistance
- Auditing Assistance
- Attention to Detail
- Confidentiality

English Language Arts Teacher

Developed weekly lessons with instructional materials that encouraged a program of study intended to meet the individual needs, interests and abilities of the students.

Planned and implemented instruction using methods as well as materials that were most appropriate for meeting district goals.

Utilized technology to enhance learning experiences and provide students with essential computer skills (G-suite, keyboarding, media production, and research).

Frequently collaborated with students, parents/guardians, colleagues, and administrators to discuss student progress and issues.

Created effective environment for learning through functional, attractive displays, bulletin boards and instructional strategies appropriate for content area of Language Arts.

Established and maintained standards of pupil behavior needed to achieve a functional learning atmosphere in the classroom.

Maintained order in the classroom for the safety and wellbeing of the students by enforcing reasonable classroom rules as well as procedures with effective systems.

Helped students learn subject matter and skills that would contribute to their development as responsible citizens in society.

Maintained and improved professional competence by attending district orientation week, mentor program workshops, professional developments, and school improvement planning days.

Mentored students during and outside of school hours through the district program.

Assessed and evaluated student's academic and social growth on a consistent basis with provided reports/records.

- Planning and Implementation
- Instruction / Presentation
- Facilitation
- Instructional Design
- Differentiated Learning
- Assessment & Evaluation
- Time Management
- Classroom Design
- Classroom Management
- English Language Arts
- Writing Process
- Keyboarding
- Research
- Creativity
- Data Driven Strategizing
- Mentoring