

Diona Montgomery

Inspirational Cultivator

Aspirational Pursuit

Always open to embrace opportunities which allows one to embrace the various skills, abilities and gifts obtained along the journey while being provided the chance to step into excitingly new experiences that fosters learning as well as growth.

Previous Endeavors

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.

Education

Capella University

Master's Program
Systemic Relational Counseling/Therapy
Completed Credits: 84
Cumulative GPA: 4.0

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 & Review
- Estate Planning
- Legacy Donors Documentation Creation
- Event Registration Processing
- Fundraising Event Assistance
- Facilitation of Volunteer Groups
- General Assistance
- Filing (Electronic)
- Running Reports
- Problem-Solving

- Office/Clerical 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
- Encouragement / Motivation
- 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
- Digital Filing
- Scanning
- Faxing
- Shredding
- Appointment Confirmation Calls
- Billing/Payroll Assistance
- Auditing Assistance
- Attention to Detail
- Confidentiality Practices / HIPAA

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
- Instructional Design
- Differentiated Learning
- Assessment & Evaluation
- Conferencing / Meetings
- Time Management
- Classroom Design
- Classroom Management
- Delegation
- English Language Arts
- Writing Process
- Keyboarding
- Technology Integration
- Creativity
- Display Case Design
- Data Driven Strategizing
- Mentoring

Student Development Coach

Supported the instructional modifications directed by general & special education classroom teachers.

Informed teachers of students' academic, behavioral, and/or social-emotional difficulties.

Collaborated with teachers as well as other staff members to develop a plan for remediation.

Engaged in reviews with individual student's or small groups of students to reinforce lessons as well as skills initially introduced or outlined by the teacher.

Assisted the teacher in devising special strategies for reinforcing learning materials and skills based on a sympathetic understanding of individual students, their needs, interests and abilities.

Supported the personal care of students as needed.

Respected the confidentiality of student records and conversations regarding students.

- Relationship Building
- Critical / Strategic Thinking
- Flexibility / Adaptability
- Authenticity / Vulnerability
- Active Listening
- Connection
- Scaffolding
- Socio-Emotional Learning
- Leadership Skills

Secondary English Teacher

Delivered lesson plans that were utilized during extended 90 minute periods.

Monitored and analyzed outcomes through selected formative and summative assessment activities.

Established, maintained, and supervised the classroom environment using effective classroom management techniques.

Used technology within classroom lessons and professional responsibilities to maximize student and school outcomes.

Planned and engaged in ongoing communication with students and guardians to discuss progress of students and strategies for improvement.

Collaborated with other teachers and members of the school staff as a member of interdisciplinary teams.

Regularly engaged in data analysis and data-driven decision-making to drive curricular development and planning.

Provided weekly office hours to support student outcomes.

- Progress Monitoring
- Analysis & Assessment
- Public Speaking Skills
- Modeling / Demonstration Skills
- Conflict Resolution
- Cultural Responsiveness
- Technical Literacy
- Research Skills

Kindergarten Teacher

Created and planned weekly lessons for children between the ages of 5-7 years old, which provided opportunities for developmental growth.

Designed and instructed lesson plans utilizing age-appropriate materials for holistic growth and development.

Attended planned trips and documented the progress of each child.

Creatively created informative bulletin boards for children and parents/guardians.

Supervised and interacted with children within the center between the ages of 4-13 socially and academically.

Assisted children with school related assignments.

Supported children with mental and/or physical disabilities.

Assisted co-workers in following planned schedules of meals, recess, and drop-off/pick-up.

Substituted for other classroom teachers as needed throughout the center when available.

Communicated with parents/guardians via email, phone, newsletter, or in-person to discuss progress of children and solutions for improvement.

- Bulletin Board Design
- Documentation
- Newsletter Design & Content Creation
- Hands-On Activity-Based Learning
- Adaptive Communication
- Individualized Support Planning
- Basic Life Skills
- Teamwork
- Reliability

Additional Multifaceted Part-Time/Contractual Experience

Caregiver

Provided assistance and attended to the specific needs of individuals based upon their condition.

Engaged in companionship through presence as well as accompanying individuals in their daily activities providing holistic support.

Supported and encouraged healthy lifestyle as well as practices by preparing nutritious meals along with sharing in exercise/health routines.

Monitored wellbeing and health of individual(s) to provide necessities towards their condition while encouraging as much healthy, safe independent functioning as possible.

Engaged in assistance of general household maintenance, tasks and errand running to encourage preservation of their rest/energy.

Attended health appointments and noted follow-up visits along with awareness of medication intake.

- Holistic Care
- General Housekeeping
- Personal Care Assistance
- Routine Health
- Coordination of Care Assistance
- Medication Management
- Nutrition & Diet Preparations
- Health & Wellbeing Monitoring
- Transportation & Errand Running
- Healthy / Active Lifestyle Skills
- Home Safety Modifications
- Companionship
- Patience
- Empathy

Nanny

Partnered with parents/guardians to administer personalized care to children in any given environment while meeting their needs holistically.

Prepared and/or meals as well as snacks at designated routine times according to schedule.

Created as well as managed safe spaces for children by designating areas with stimulating items for play, growth and development.

Planned and executed age-appropriate indoor and outdoor activities.

Engaged in light housekeeping to create more family time connection through cleaning, unpacking/packing clothing, doing laundry, etc.

Assisted children with daily routines of bathing, dressing, chores and school work.

Supervised children one-on-one and as group of two or more.

- Activity / Schedule Planning
- Child Focused Meal Preparation
- Childcare & Child Development
- Human Developmental Awareness
- Positive Age-Appropriate Discipline
- Project Management
- (CPR) Cardiopulmonary Resuscitation
- Supportive
- Consistency
- Compassion

Book / Workbook Writing Assistance

Collaborated in the writing process with typing, structuring, and editing towards crafting a book/workbook.

Provided guidance through the writing process of outlining to drafting and refining written work.

Engaged in ongoing actionable feedback on pages to enhance the writing style.

Supported individual in brainstorming ideas to organize writing project in efforts of overcoming any personal hurdles which hinder successful progression towards goals.

Worked one-on-one in developing cohesive writing for effective communication of background, philosophy and application of practices.

Inspired encouragement and motivation through the alignment of purposeful conversations, goal-setting as well as accommodations to meet needs/desires of the individual.

- Typing / Writing
- Deep Listening
- Interviewing Techniques
- Writing Process Knowledge
- Collaborative Brainstorming/Drafting
- Facilitation
- Coaching
- Revising / Editing / Proofreading
- English Language Arts Knowledge
- Tone & Voice Mirroring
- Accountability
- Respect & Discretion

Cashier

Effectively operated cash register as well as credit/debit/gift card/EBT device to process customer payments for orders.

Interacted with customers in an authentic, welcoming manner to encourage return visitation for location.

Engaged in routine cash-handling procedures to manage drawer for accuracy and safeguard in grocery store & cafe environments.

Utilized log to take inventory of items/stock and sold items in cafe for record keeping.

Scanned products and entered codes with multiple acknowledgements for highest speed and efficiency as well as provided information on store layout, item locations, and return policies.

Assisted elderly and disabled customers with groceries by carrying and unloading them in their vehicles.

Assisted co-workers with additional tasks during heavy traffic of customers on holidays by bagging groceries, restocking items, returning carts and conducting promotional sales.

- Customer Service
- Charisma
- Personable
- Positive Attitude
- Punctuality
- Multitasking
- Memory Skills
- Point-Of-Sale Operation
- Sales Strategies
- Speed & Efficiency
- Food Safety & Sanitation
- Restocking
- Menu Knowledge
- Order Fulfillment