

Maxine Thomas

Outreach & Public Policy Pro

MaxineThomas2006@gmail.com | 317-514-5557

www.MaxineThomas.com

Professional Summary

A versatile executive with proven ability to build strong teams and drive organizational culture in not for profit and government sector organizations. Achieves optimum results by leveraging fundraising, advocacy, strategic planning, management skills and community engagement as a leader with a mission centered approach.

Areas of Expertise

- Community Organizing
- Capacity and Coalition Building
- Communication and Media Relations
- Relationship Building
- Project Management
- Evaluation, Strategic Thinking
- Leadership Development
- Public Policy
- Prepare & Deliver Presentations
- Eligibility Determination

Professional Experience

Gleaners Food Bank of Indiana

August 2019-Present

Outreach Specialist

- Collaborate with Feeding America, local/state associations to share/learn best practices, increase knowledge and access to resources.
- Created innovative strategies to capture data and enhance reporting of metrics and other deliverables on schedule.
- Recipient of Feeding America's FY21 Benefits Capacity Advisor Institute. Co-developed emerging best practices for including a racial equity lens through the benefits programs.
- Rooted member of the Inclusion, Diversity, Engagement, Equity and Awareness Leadership Committee. Provide positive client experiences through responsive feedback and customer care.
- Outreach and benefits assistance including application submission.
- Developed marketing materials including print, televised -media networks, and social media platforms.
- Fellow member of the Special Events and Recognition Council
- Travel to Washington, D.C. on behalf of Feeding America to Speak on Capitol Hill in partnership with Federal Nutrition Policy work.
- Review and audit programs including documents, procedures and services. Successfully passed the State's Organization Audit.
- Pivoted Benefits Program during a global pandemic to continue service to the community including leading mobile distributions and directing the United States National Guards.

Happy Kids Childcare and Learning Center
Office Manager & Culinary Director

February 2016- August 2019

- Strategically recruit employees to fill open positions.
- Coordinate ongoing training of staff to be effective in their roles
- Supervise and monitor performance of staff, reporting results to executive leadership.
- Provide excellent interpersonal skills and prioritize clear and effective communication.
- Liaison for families and state agencies
- Developed resource center and safe haven for families and employees
- Conduct safety procedure checks and completed state mandated testing.
- Expansion Director and Center Retention Coach
- Mentorship and conflict mediation including observing and promoting safe work practices
- Supervise food service functions including meal planning and coordinating with staff
- Compliance of USDA and State health regulations for child nutrition programs
- Accurate completion of all required Reports

XEROX

July 2015- February 2016

Lead Affordable Care Act & Medicare Advantage Specialist

- Contributed to thousands of enrollments of health insurance
- Team Lead in Provider Services and Customer Care Support
- Quality and Assurance Proctor
- Review of data and reports for department
- Operate and manage multiple systems
- Temporarily relocated for expanded training from customer out of state
- Executive meetings, conferences, skills building.
- Key holder for opening, closing and handling operational procedures

Indiana Family and Social Service Administration
Eligibility Specialist

October 2014- June 2015

- Gather data for relevant assistance for benefit assistance.
 - Verified all information provided for accuracy and meets state policies.
 - Timely response to inquiries via phone and/or email communications.
 - Performed data entry into the State Eligibility database.
 - Excelled in accuracy for quality and performance review.
 - Effectively relate to diverse groups of people from all social and socioeconomic areas of the community.
 - Provided excellent problem solving skills
 - Performed all duties and assignments with great integrity.
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Education & Training

The MOTH, *Storytelling Alumni*- Manhattan, NY
ServSAFE Certified, CPR/First Aid Certified
Certified Medicare Advantage Dayton, OH
Licensed Health Insurance Agent, Indiana, West Virginia, Kentucky, Georgia
Diploma-Lawrence Central, Indianapolis, IN

Technical Skills

Facebook, Twitter, Instagram, LinkedIn, YouTube WordPress, Wix, Google Hangout, Zoom, GoToMtg, Webex, GoToWebinar, RING, SKYPE, ICEBREAKER, MailChimp, Canva, Survey Monkey	Microsoft Office Suite: Word, Excel, PowerPoint, SharePoint, Outlook; G Suite: Gmail, Calendar, Drive, and TEAMS, Internet Explorer, Chrome MainFrame, DUI, Lotus, Intranet Software Programs
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Volunteer Leadership Experience

Sanctuary Church, <i>Culinary Servant Leader</i> , Indianapolis, IN	2014-2020
Grassroots Organizing, Advocacy Trainer, Storytelling Training	2013-Present
Grassroots Board Member and Executive Board of Directors	2016-Present
RESULTS/RESULTS Indianapolis US Poverty Group Leader	2014-Present
BRICKs Alliance, <i>Circle Leader Trainer/Facilitator Circles USA</i>	2011-Present
Volunteer Staff, Dayspring Family Homeless Shelter	2012-2014
Assistant to Chief St. Florian Leadership Development Center	2002-2011
Mapleton Fall Creek Neighborhood, <i>Youth Builder</i>	1999-2002