JAKEINA SHEVON SUTTON

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**OBJECTIVE**

Highly organized graduate student with exceptional communication, customer service, and analytical skills seeking to acquire a career in Public Health Education. I desire to utilize skills gained through my education and professional experiences to add value within an expanding and growing company.

**QUALIFICATIONS**

Customer Service Public Health

Assessing Information Hospitality

Leadership Interpersonal

Communication Conflict Resolution

Decision Making Working with at-risk communities

**PROFESSIONAL EXPERIENCE**

July 2018 – Current

Spectrum ⎜**Customer Care Professional**

• Manages large amounts of inbound and outbound calls in a timely manner

• Identifies customers’ needs by clarify personal information and services; researches every technical and/or basic billing issue and provides solutions

• Builds sustainable client relationships and engages customers by taking the extra mile to ensure satisfaction

• Frequently attends educational seminars and completes trainings to improve knowledge and performance level

• Meet personal/team qualitative and quantitative target goals set by company

August 2016 – Current

Effective Teaching Learning ⎜**Substitute Teacher**

• Provides classroom instruction to students as outlined in lesson plans.

• Creates a classroom that is conducive to learning and appropriate to the maturity and interests of students.

• Maintains a safe and orderly environment also a professional appearance as an example to students. • Initiates all necessary and reasonable precautions to protect students, equipment, materials, and facilities.

• Maintains reasonable rules of conduct which encourage self-discipline and responsibility.

January 2017 – June 2018

**Republic Airline Flight Attendant**

• Attended preflight briefings on details of the flights.

• Ensured that adequate supplies of refreshments and emergency equipment are readily available for boarding.

• Demonstrated the use of emergency equipment to passengers.

• Ensured that all passengers securely fastened their seatbelts.

• Attended to passengers with special needs and modifications,

• Administered first aid to passengers, when needed.

• Directed passengers in case of emergency.

August 2012 – May 2015

Lounge 22 & Most Wanted Radio Show ⎜**Producer**

• Identified stations, introduced and closed shows, read scripts, and/or ad-libs.

• Selected program content based on audience’s request.

• Commented on topics such as music and other relationship topics.

• Provided public relations and marketing for the show.

**ORGANIZATIONS**

July 2012 – 2013

Operation Help Me Smile

• Organized the donations of gifts, toiletries, blankets and collectables for children and young adults in the hospital.

• Fundraised money for children, families and young adults who are in need.

• Provided tools for individuals on how to advocate for themselves or a loved one.

November 2012 – 2013

Donate Life

• Provided tools on how to become an organ donor by hosting events.

• Planned fundraisers and socials to seek and obtain donations.   
**EDUCATION**

May 2024

*Master of Public Health Education*, Concentration in Community Health

University of North Carolina at Greensboro

May 2016

*Broadcast Journalism*

Saint Augustine’s University

**EXTRACURRICULAR ACTIVITIES**

Spring 2015 –Current Sigma Gamma Rho Sorority Inc.

2013 – 2014 -Divine Praise Dance team

2021-Current -Eta Sigma Gamma National Honor Society