

# Whitney Austin

## Assistant Director

Proactive and collaborative Assistant Program Director well known for creating a positive and innovative workplace culture.

## Work History

2014-06 -  
Current

### First Steps South East Assistant Director

*Thrive-Alliance, Columbus, IN*

- Assisted Director in managing all aspects of operations.
- Trained and mentored new employees on First Steps State and Local policies and procedures.
- Established a Service Coordinator Training Curriculum that is implemented to all new hires.
- Lead teams of up to 65 personnel, supervising daily performance as well as training and improvement plans.
- Managed 17 Evaluation Team Contractors and assist with Enrollment & Credential.
- Obtained relevant Training Presentations for Evaluation Team Meetings adhering to First Steps Professional Development Standards.
- Direct contact for all Cost Participation and Insurance Issues for First Steps South East.
- Configure all First Steps South East Personnel remote technology
- Created and maintained paperless system for all Early Intervention Records for First Steps South East

2013-06 -  
2014-06

### Assistant Store Manager

*The Kroger Company, Edinburgh, IN*

- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Coached sales associates in product specifications, sales incentives and selling techniques, significantly

## Contact

### Address

Columbus, IN, 47203

### Phone

(812) 343-9783

### E-mail

piercefieldwg@gmail.com

## Skills

Project Management



Excellent

Staff Management



Excellent

Strategic planning



Excellent

Strategic leadership



Excellent

increasing customer satisfaction ratings.

- Reconciled daily sales transactions to balance and log day-to-day revenue.
- Evaluated suppliers to maintain cost controls and improve operations.
- Reviewed sales and gross profit report to assess company efficiency.
- Compiled financial data to comply with budget.
- Interviewed, hired and trained staff associates and equipped to comply with company policies and procedures.

**2011-12 -  
2013-06**

### **First Steps Service Coordinator**

*Thrive-Alliance, Columbus, IN*

- Maintained a caseload range of 60 to 70 families in the Cluster J Service Area
- Assisted in the development of Individualized Family Service Plans.
- Acted as the Coordinator between all Individualized Family Service Plan Team Members.
- Ensured that timely services were implemented on all Individualized Family Service Plans.
- Educated families on their First Steps Procedural Safeguards.
- Assisted families in accessing other services outside of Indiana First Steps that were recognized as necessary during their Individualized Family Service Plan development
- Coordinated with Provider Agencies to meet the specific needs of every family.
- Maintained Early Intervention Records for caseload that adhered to State and Local procedures.

## **Education**

---

**2013-05 -  
2015-05**

### **MBA: Business Administration And Management**

*The University of Saint Francis - Fort Wayne, IN*

**2007-08 -  
2011-05**

### **Bachelor of Arts: Psychology**

*The University of Saint Francis - Fort Wayne, IN*