

Nicole Mullins

WORK EXPERIENCE

CCU Supervisor - Senior Services Associates

November 2021 to Present

Responsible for managing IDOA's Community Care Program for Southern Kane and Kendall counties. Managed 17 employees and handled all aspects from hiring to staff training to employee retention. Developed and implemented processes to improve program efficiency, quality of care, and state compliance rates. Advocated for senior and case manager needs within the agency, local, county, or state level. Lead listening sessions for participants and homecare providers.

Operations Coordinator - 41 North Contractors

March 2019 to July 2020

Maintained insurance records for all sub-contractors hired by the company to ensure annual audit compliance. Assisted with creating client proposals and marketing materials. Provided administrative support to the four company owners.

Assistant Operations Manager - City of Aurora

May 2016 to November 2018

Assisted with the day-to-day operations management of Phillips Park Golf Course, including employee scheduling/training, golf outing logistics, daily bank reconciliations, responding to customer concerns, and inventory ordering/logging.

Executive Director - The First Tee of Aurora & Fox River Valley

July 2013 to September 2016

Responsible for getting the chapter caught up on all requirements from The First Tee national office. The board decided in 2015 that the national requirements were too intensive for the operations they envisioned so I was then tasked with developing new curriculum as we transitioned away from The First Tee franchise.

EDUCATIONAL BACKGROUND

Barry University

Miami Shores, Florida

Bachelor of Social Work (2011)

Magna Cum Laude / Phi Theta Kappa

CAREER OBJECTIVE

To grow within an organization where my social and cultural competencies, empathy, and work ethic will support and effect positive change within individuals and the community we serve.

SKILLS

- Proficient in Spanish
 - Strategic Planning
 - Public Speaking
 - Presentations and Charts
 - Organizational Development
 - Conflict Resolution
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VOLUNTEER WORK

Founder/Board President

Culture Stock

2012 to Present

Oversees general operations including social media management, marketing, program development volunteer management, and fundraising. Lead organizer for arts festivals, programs, and events.

Operations/Development

The Peace House Aurora

2018 to 2020

Assists the founder with organizational development needs like crafting the organization's mission statement. Assists with programs, events, and facility management needs.