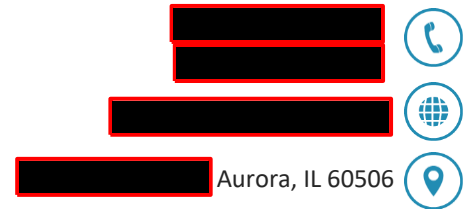


JOSEPH L. GRISSON III

Leadership. Operations. Community.



Aurora, IL 60506

Professional Profile

- w Innovative problem solver with over 20+ years of experience in serving and leading people through community efforts, customer service, sales, account management and operations.
- w Highly dedicated and resourceful community leader with a strong record of community involvement and conflict resolution.
- w Effective in connecting people, organizations, and information to bring insights to work plans to deliver improved experiences and lasting change.
- w Solution oriented visionary with the ability to drive profitable systematic workforce change.
- w Team leader and coach - influence diverse group and team performance through partnership, collaboration, trust, and accountability.

Experience

Real Estate Broker, Aurora, IL

October 2005 - Present

Research, analyze, and market properties for buyers and sellers throughout their real estate journey

- w Licensed Realtor with 12+ years of residential sales experience
- w Adept in contract drafting, negotiation, market research, and client analysis
- w Accurately research and analyze market conditions and provide clients with complete analysis for informed decision-making
- w Prepare representation contracts, purchase agreements, leases, closing statements, and deeds
- w Effectively build relationships and partnerships through open, two-way communication
- w Member of the Downtown Aurora Master Plan for CMAP Committee – Community Advisor (2014 -15)

Caring for Communities, LLC, Aurora, IL

November 2013 – September 2014

Aurora Housing Authority Community Advocacy and Resident Programs Development Consultant - provided public relations and services that were geared toward rebranding the agency.

- w Served as a liaison between the Aurora Housing Authority, its community partners, and its resident councils
- w Partnered with local agencies and organizations to coordinate residential programs and events, both on and off site
- w Created, developed, and re-organized resident councils to ensure AHA and HUD guidelines were met and trained members on HUD rules and regulations

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- w Authored letters of response for executive signature for community partners and/or advocates
- w Bridged the gap between the AHA and its residents utilizing various AHA co-sponsored events and gatherings
- w Collected and provided community feedback to the AHA Executive Director, along with recommending improvements
- w Worked with the website administrator to ensure the website content was properly maintained and reflected recent, current, and future events/programs

Sow- A- Seed Outreach, Aurora, IL

October 2008 – November 2011

Executive Director at nonprofit organization focused on youth in low-to-moderate income families.

- w Created and implemented sports and mentoring programs aimed at reducing violence in the community; partnered with municipalities, police, outreach organization/foundations, school districts, and other civil agencies
- w Collaborated with community leaders to create, manage, and fund programs and events throughout the Fox Valley Area
- w Connected with corporate and private organizations and foundations to secure funds needed to sponsor programs and events
- w Identified other community focused organizations to partner with to support various initiatives
- w Regularly attended community-focused meetings throughout the city
- w Served as an active board member for several committees, advisory boards, and board of directors in the community
- w Successful liaison between the city of Aurora, the Aurora Housing Authority and its community partners
- w Member of the Aurora Neighborhood Redevelopment Plan for CMAP (2011)

Caring for Communities, LLC, Aurora, IL

November 2008 – May 2009

Public Relations Consultant –Identified opportunities and executed initiatives to improve the perception of the Housing Authority

- w Developed and organized programs/events for churches, agencies, community groups, and resident councils designed to empower residents through sports, mentoring, and educational training
- w Coordinated property beautification projects, including the residents to promote buy-in, self-gratification, and increased morale
- w Coordinated “town hall” meetings between the AHA and its residents to foster transparency and partnership
- w Collaborated with regional businesses and agency representatives to develop a strong framework of professional services offered to the agency and its residents
- w Developed reports for executive staff review and presented recommendations on how to improve resident relations with the AHA, create opportunities for residents to engage, and other related topics

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w Worked as the liaison between resident councils and the AHA

Ginger Care Organization, Aurora, IL

January 2009 – February 2010

Community Outreach Program Coordinator (part time) - Responsible for assisting with and implementing programs to promote empowerment of people and respect for cultural diversity.

- w Created programs for low-moderate income families
- w Fostered cooperative partnerships and relations between the non-profit and corporate sectors
- w Collaborated with other non-profit and community based organizations to assist with projects/events in order to procure funding and/or volunteers for collaboratively sponsored projects/events
- w Served as the liaison between local Housing Authorities and municipalities, community and private organizations/businesses to provide empowerment tools for residents
- w Managed, coordinated, and implemented community programs and/or events, which were designed to empower residents through sports, mentoring, and educational training

The Center for Community Empowerment, Aurora, IL

February 2005 – September 2008

Program Director - Responsible for creating and project managing community based programs for no-to-moderate income families that empower them to succeed.

- w Instrumental in organizing and creating Eastwood's Tenant Council.
- w Through collaborations with various community-based organizations offered sports camps, Tae Kwon Do, literacy tests, and job skills training at no cost to residents of various Housing Authorities
- w Worked with area police and fire departments, local officials, and other nonprofit and community based organizations.
- w Assisted with projects/events in order to procure funding and/or volunteers for collaboratively sponsored projects/event
- w Partnered with other community organizations and managed a volunteer base of over 240 people for several annual "Operation Helping Hands" events

Verizon Wireless, Schaumburg, IL

November 1997– December 2004

Marketing Operations Consultant/ Project Manager: Responsible for implementation and daily operation of two largest wholesale accounts. Coached and developed leadership teams in various reseller call centers.

- w Launched and managed the day-to-day operations of Verizon's two largest non-traditional resellers
- w Partnered with internal customer and suppliers e.g. Training, Quality, Methods & Procedures, and Command Center to help drive results at our reseller's locations.
- w Led several daily/weekly conference/video conference calls to ensure that project deadlines were

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[REDACTED] Aurora, IL 60506



established and met, this enabled me to ensure that call centers provided toll feedback to various Government agencies keeping us compliant

- w Maintained project plans to ensure all initiatives, issues, and action items are addressed and completed on a daily/weekly basis
- w Managed the process of the wholesale to retail customer conversion for 33K customers
- w Led and managed the N11 processes, enabling the company to remain compliant with the FCC mandate to provide toll free numbers to multiple Government agencies
- w Managed the Wholesale Wireless Local Number Portability (WLNP) Command Center
- w Developed trouble-shooting scripts and documentation to support the Command Center
- w Coordinated with IT and engineering to report, prioritize, and track all porting issues
- w Proactively identified and improved existing processes while outlining new processes to increase reseller efficiencies
- w Created and implemented quality program to increase reseller customer satisfaction
- w Managed quality program for reseller call centers
- w Project Managed virtual team to support centers and provided development opportunities`

Ford Motor Co. Assembly Team Lead/ Forklift Operator, Wixom and Dearborn, MI

October 1993 – November 1997

Managed multiple teams of union assembly line workers to balance quality and efficiency of production. Coached employees to meet and exceed production goals and efficiencies.



Education & Certifications

Ohio State University

AA of Human Services Management, University of Phoenix

BS of Communications with concentration in Culture, University of Phoenix

MBA, Entrepreneurship, Regent University, Expected completion: fall 2020

Training

MS Certification IT Training

Project Manager Certification

Microsoft Office Certification

HTML Certified

Civil Treatment for Managers

Managing Multiple Projects, Objectives and Deadlines

Systematic Problem Solving

Business as Unusual - Managing Change

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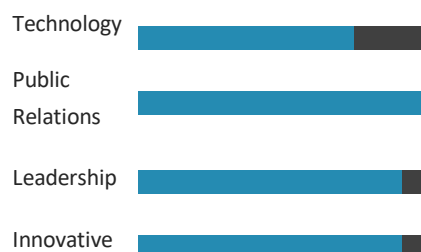
Aurora, IL 60506

Serving the Community

- w African American Heritage Advisory Board - Vice President
- w Aurora Housing Authority - recently appointed Chairman
- w Aurora and Naperville Fair and Impartial Policing - Aurora Civilian Participant
- w Aurora Interfaith Food Pantry
- w Citizen's Police Academy Alumni
- w City of Aurora's Martin Luther King Jr. Committee - Co-Chairman (2017 & 2018)
- w East Aurora Weed and Seed Initiatives of Kane County -Community contributor
- w Kane County State's Attorney's Office Deferred Prosecution Panels
- w Kane County Youth Academy - Civilian Volunteer
- w Member of the National Assoc. of Realtors and Mainstreet Organization of Realtors
- w Neighborhood Redevelopment (CMAP) - Community Advisor
- w Organized and managed tumbling program for school district 131 elementary school
- w Organized Taekwondo programs My Time programs for school district 131 middle schools
- w Scullen Middle School Leadership Program- Organizing Mentor (2015-current)
- w Sow A Seed Youth Organization - Vice Chairman
- w Still Middle School Mentoring Program (2015 - 2017)
- w True Eagle Beauty Mentoring Program for Young Women – Public Relations
- w Waubensee Community College Lunch B.R.E.A.K. Mentoring Program
- w West Aurora Weed and Seed program of Kane County - Community contributor

Skills

PROFESSIONAL



PERSONAL

