Darlene Flakes

13226 Orca Sound Dr. 540-903-9292

Riverview FL 33579 darleneflakes@creighton.edu

### EDUCATION

**Creighton University** – **College of Professional Studies** – Omaha, NE Expected Graduation: May 2024

*Bachelor of Arts, Healthy Lifestyle Management* GPA: 4.0

**Creighton University** – **School of Medicine** – Omaha, NE Expected Graduation: May 2025

*Master of Science, Integrative Health and Wellness*

### HEALTH AND WELLNESS EXPERIENCE

MALCHAR CHIROPRACTIC-WARWICK RI Jan 2019-April 2019

*MEDICAL OFFICE ASSISTANT*

* Researched and wrote medical articles for Doctor’s educational blog
* Operated computer software (Electronic Health Record) and office equipment for maintenance of records
* Provided excellent patient service which resulted in business growth and client retention

### ADDITIONAL EXPERIENCE

RICHLAND BAPTIST CHURCH – FREDERICKSBURG VA Nov 2015-2018

*Administrative Manager*

* Served in administrative role to deliver detailed office operations objectives including direct support, coordination, and database management for church staff and membership management records
* Showcased leadership ability through coordination of daily operations of the church as per its policies and directives for Pastors, Leaders, Committees, and 100+ members
* Facilitated ministry sessions for staff and member spiritual development

**UNITED STATES POSTAL SERVICE - PROVIDENCE RI** Feb 1984-Feb 2011

*HUMAN RESOURCES REPRESENTATIVE*

* Functioned in Supervisory role to train and coordinate civil service entrance testing to 5000+ applicants
* Utilized communication skills to deliver information to leadership in presentation form which resulted in achieved goals to improve internal control processes
* Organized and developed training procedure manuals, guides, and course materials for employee development
* Generated curriculum and provided instructional learning for on-site classroom training in Diversity and Total Quality Management for facilitation and team building

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**VOLUNTEER/OUTREACH SERVICE**

* Mentor 2000-Present
* Food Pantry Worker, Riverview FL 2021-Present
* Food Pantry Coordinator/Worker, Providence RI 2020-2021
* Caregiver to Family Member with Alzheimer’s Disease, Taunton MA 2018-2021
* Sunday School Teacher, Providence RI 2018-2021
* Activities/Bible Teacher, Fredericksburg, VA 2010-2018
* Tutor, Brain Builders, Fredericksburg, VA 2007-2011
* High School Sexual Abstinence Educator, RAPTAPP, Fredericksburg, VA 2006-2010

### PROFESSIONAL SKILLS

Certification: Certified Professional Coder (CPC) June 2016

American Association of Professional Coders

Certification: Certified Medical Billing Specialist (CMBS) June 2011

Medical Association of Billers

Certification: Cardiopulmonary Resuscitation November 2022

### HONORS

* *Summa Cum Laude* student
* Received Dean’s List every semester
* Alpha Sigma Lambda National Honor Society for Adult Learners November 2022