

Tinika Warren

2618 Battleground Ave, Unit A

Greensboro, NC, 27408

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<https://tinikawarrennails.weebly.com/> <https://wtinika03.wixsite.com/mysite-1> www.linkedin.com/in/dr-tinika-s-warren-graduated-master-community-dev-ph-d-social-work-honorary-36339819b

Objective

Quality-focused committed to approaching administrative tasks with tenacity and attention to detail to satisfy every customer. Quality Driven ethics continually maintain a positive attitude while interacting with demanding clients. Serves as the primary point of contact for both in-house and external phone and website queries. Experienced in Healthcare, Management Training and Development, Technical Management, and Project Management.

Ability Summary

- Technical Management
 - Project Management
 - Human Resource Management
 - Pack or package by hand a wide variety of products and materials.
 - Operate A-Frame Machines
 - Inspect Materials
 - Computer Systems
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- Administrative Office
 - Customer Service
 - Technical Support
 - Medical Assistant Front Office & Back Office
 - Medical Billing & Coding
 - Certified Nursing Assistant
 - Nail Technology, Cosmetology
 - Corporate Management Training & Development
 - Marketing & Advertising

Employment History

07/2013 - Current

MANICURES, NAIL ARTIST, NAIL DESIGNER, NAIL WRAPS,

Glamlife Family Party Spa, Lithonia, GA

closed for COVID-19 - Lithonia, GA July 2013 Marketing, Administrative duties and Management.

MANICURES, NAIL ARTIST, NAIL DESIGNER, NAIL WRAPS, FOOT, LEG, ARM, MASSAGE, NAIL ENHANCEMENTS, PARAFFIN WAX, PEDICURES, FOOT SCRUBS, FOOT DETOX, PARTY PLANNER, SALES REP, Professional licensed nail tech.

01/2013 - 01/2020

Senior Technical Project Manager of Risk Managemen

Glamlife Party Spa, Greensboro, NC

- Maintain Company website
- Launches new product brands
- Plan , schedule , coordinate Spa parties

- First point of contact for customers
- maintain customer feedback databases
- Develop 3D module images of new products
- Maintain quarterly tax records
- Sell products and services
- Answer questions pertaining to products and services
- Responsible for acting as liaison between customers and beauty consultants
- Assists with complaints, orders, errors, account questions, billing, cancellations, and other queries
- Create business cards, brochures, manuals, and other company documents

Able to render nail services and has rendered service to customers at spas, salons booths, salon suites in my license areas as a self-employed 1099 employee booth renter. My services include acrylics, buffing, filing, drilling, shaping, and polishing fingernails while maintaining sanitation and safety practices that are met using EPA and natural products. Meeting the State of Georgia requirements for licensed nail technicians. Completed a nail technician program of 690 credit hours and passed the written and practical examinations to obtain state licensing for Georgia 600 hours required and North Carolina that is only 300 credit hours required to complete nail care services. Planning to offer future services of kids spa parties for families to have a family atmosphere with their children. I have completed safety training for working with families and children. Gained the Servsafe certification to assure proper food handling by vendors during spa parties. Awaiting relocation act assistance funding from allocated grants designed for disadvantaged black women-owned businesses. Booths were located inside of local salons and suites as we are 1099 employees. Lipbalms in a bag created with the brand using a third party vendor. We are pursuing to add soap. Natural Nail Polish brand using third-party vendors. Planning to open once Relocation Act Grant monies are received from HUD and local Diversity Economic Development programs to satisfy the allocating and budget for my small business. For reference, check to contact me as a self-employed via LinkedIn. Randleman, NC, Temporary License is expired moved back to Georgia, Youtube sample of future services offering <https://youtu.be/gUBTwCCi5dg>, (copy & paste link into your browser) please voice your ideas or opinion commercial. I am willing to host spa party events at your salon, spa or suites contact by inboxing me. ADA ACT Hospitals.

<https://www.hudexchange.info/programs/relocation/overview/#overview-of-the-ura>

12/2014 - 05/2019

Caretaker, CNA, Medical Assistant

Pediatric Caretaker / Medical Assistant, Decatur, GA

Assisted a childhood cancer patient with medications, administered daily intramuscular injections, check vitals, helped during major surgeries, cooked meals to keep her feed, perform daily tasks, homework, shopping, billings, and appointments 24/7. Made sure her accounts were handled properly and anything in her best interest as a disabled cancer patient. Attended and made suggestions to her 504 plans under Section 504 of the U.S. Rehabilitation Act of 1973 and assured that her plans were created to benefit her disabling needs as an ovarian cancer patient. Maintained her medical records in compliance with HIPPA, Compliance, Civil Rights Law including Patient Privacy, Security, Confidentiality, assured her information was safeguarded with care under the Sunshine Act and the Medical Billing - False Claim Act, Anti-Kickback Statue, Stark Law.

05/2016 - 05/2017

Customer Service Representative

Kgb, Mc Leansville, NC

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

06/2015 - 12/2015

Technical Packing Manufacturing Quality Control In

Takata Airbags, Highland Industries, Inc., Greensboro, NC

Worked for a textile manufacturing chain, as a quality control inspector delivering Textile and Apparel 100% Inspection services help assure I produced the highest-quality products to markets worldwide with speed, production and accuracy using a-frame machines, micrometers, calipers, scissors to cut out defects, standard operating procedures manuals, sharpies, highlighters to mark defects from raw materials to finished goods. As a textile quality control inspector consisted of an apparel inspection

standard operating procedure also ensures that fabric width, fabric length with tape measures and fabric appearance (checked weaving quality, splices, conducted burn test, stains, and odors) comply with the relevant standards and regulations during the production process. Ensured the rolls of the finished product was inserted into the plastic bags, ticketed with customer numbers, amount of yards, roll numbers, swatches and tied to protect the finished fabrics. During company shutdowns, completed audits and inventory on the number of goods on-site and in the warehouse location. The position required a quick eye for detail. Overtime time and half were mandatory and double voluntary for the position. Including Saturdays and Sundays. Forklift experienced, PPE , OSHA compliance and I meet the required standards for QS 9000, QS9001, which is a company level of certification based upon the quality system requirements related specifically to the automotive industry for compliance.

01/2010 - 08/2010

Administrative Assistant (Admin Assistant)

Partnership for Community Action Inc, Clarkston, GA

Back to LinkedIn.com Assisted citizens of Dekalb County Georgia with the Low Income Home Energy Assistance Program (LIHEAP), that is a Federally-funded program that helps low-income households with their home energy bills. Informed clients and families on how the assistance can reduce the risk of health and safety problems such as illness, fire, or disconnection. In my role, as an administrative assistant, the Georgia LIHEAP program I discussed what the grants had to offer citizens of Dekalb County, Georgia, one Show more

Assisted citizens of Dekalb County Georgia with the Low Income Home Energy Assistance Program (LIHEAP), that is a Federally-funded program that helps low-income households with their home energy bills. Informed clients and families on how the assistance can reduce the risk of health and safety problems such as illness, fire, or disconnection. In my role, as an administrative assistant, the Georgia LIHEAP program I discussed what the grants had to offer citizens of Dekalb County, Georgia, one or more of the following types of assistance: Energy Bill payment assistance, Energy crisis assistance, Weatherization, and energy-related minor home repairs. My role also consisted of providing support to the director of the LIHEAP department.

Georgia LIHEAP Eligibility Requirements. Made sure the basic requirements were met in order to receive financial assistance from the Low-Income Home Energy Assistance Program includes the following:

Verified that the applicant met the requirement to be a U.S. citizen or legally admitted immigrant. Calculated the total gross annual household income needs to be at or below 60% of the State's Median Income. Made sure that the applicant needs had full responsibility for paying the cost of energy bills for the primary home heating source. Typed letters, memos, and internal documents for the director and meeting the department demands. Excerpt. For reference, check to contact Marian Parker Esq. at MarianParkeresq@gmail.com

01/2010 - 08/2010

Legal Executive Administrative Assistant, Hourly

Non-Profit Company, Dekalb CASA Juvenile Center, Decatur, GA

Federally Funded 4309 Memorial Dr, Decatur, GA 30032 Assisted the Director Marian Parker Esquire of CASA with administrative functions such as conducting legal research and data on the outcome of families and children to strengthen families, scheduled parenting classes, drafted documents, created spreadsheets with the monthly projections using excel, outcomes, and forecasting models for the department typed in-kind sponsorship donations letters using mail merge in Microsoft word, created internal newsletters utilizing desktop publisher, the assignment was contract temporary.

06/2005 - 05/2009

Corporate LMS Administrator of Management Training

Aaron Rents Corporate Office, Inc, Atlanta, GA

Accesses material, created learning plans for adult learners with principles of developing adult learning programs to develop a foundation formal meeting and KSA domain for job enrichment, to improve performance or get an advance. Utilizing the performance reinforcement delivery by cognitive learning with principles facts in social learning theory set in motion by social interactions to solve complex problems to optimize performance based on organizational needs and employee needs to close solutions to implement the training with employee training and development plans. Get approval from

upper management to fill gaps in training and development needs with work demands to have the outcome of long-term success. Based on the Body of Competency Knowledge (BoCK), measurement of training effectiveness. Used 3D printers. Competency assessment and drug tested to meet job requirements as a new hire background check.

06/2000 - 07/2003

Telecommunications Call Center Customer Service Re

Conduit Global, Mc Leansville, NC

Provided customer service to cell phone users and giving feedback on new products, pricing plans and took phone payments or connected customers to the IVR system, offered billing options. Technical Support was provided as tier 1 and tier 2 technical support assisting customers with troubleshooting their devices, the phone resets, purchasing minutes, add data for the 3G, 4G and 5G networks. Troubleshoot connectivity issues mapped wireless locations that were offered by the network provider. While maintaining Quality Assurance (QA) and other key performance metrics. Competency assessment and drug tested to meet job requirements as a new hire. Quit. Relocated back to Georgia.

06/2000 - 06/2003

Technical Support Representative

Info Nxx, McCleansville, NC

Quit , relocated to Georgia.

06/1995 - 05/2000

Quality Control Inspector (QC Inspector)

Guilford Mills Inc, Greensboro, NC

Back to LinkedIn.com

Worked for a textile manufacturing chain, as a quality control inspector delivering Textile and Apparel 100% Inspection services help assure I produced the highest-quality products to markets worldwide with speed, production and accuracy using a-frame machines, micrometers, calipers, scissors to cut out defects, standard operating procedures manuals, sharpies, highlighters to mark defects from raw materials to finished goods. As a textile quality control inspector consisted of an apparel inspection standard operating procedure also ensures that fabric width, fabric length with tape measures and fabric appearance (checked weaving quality, splices, conducted burn test, stains, and odors) comply with the relevant standards and regulations during the production process. Ensured the rolls of the finished product was inserted into the plastic bags, ticketed with customer numbers, amount of yards, roll numbers, swatches and tied to protect the finished fabrics. During company shutdowns, completed audits and inventory on the number of goods on-site and in the warehouse location. The position required a quick eye for detail. Overtime time and half were mandatory and double voluntary for the position. Including Saturdays and Sundays. Forklift experienced, PPE , OSHA compliance and I meet the required standards for QS 9000, QS9001, which is a company level of certification based upon the quality system requirements related specifically to the automotive industry for compliance.

05/1991 - 09/1993

Cashier Team Lead

Mc Donalds, Greensboro, NC

Cashier Customer Service, Hourly employee

Greensboro/Winston-Salem, North Carolina Area

Cashier, greeting customers with a smile, took orders, collected customer payments, recommended products to increase revenue, promoted promotional deals, confirmed cash with records to make sure drawers were accurate, arranged food items on trays by hot or cold, included napkins and condiments, in between customers cleaning the premises during downtime and closing according to food safety restaurant standards.

06/1991 - 09/1993

Telemarketing Expert

United Publishers, Greensboro, NC

Sold magazine subscriptions by phone using scripts to process orders as a top performer.

Honors and Activities

Awarded honoris causa of Social Work, Ph.D. in Community Development, LADC Institute

Endorsed by Marian, Esquire of Dekalb County Juvenile Court

Occupational Licenses, Certificates and Training

11/2020 - 12/2020

Project Management Professional (PMP), project management Institute certification in progress

10/2020 - 11/2020

Nail Technology Instructor, pending, NC Cosmetic Arts, License

01/2020

Skillssoft, over 50 Certificates, DeVry Keller University

02/2019

ServSafe Food Handler, National Restaurant Association

01/2017

Manicurist, NC Cosmetic Arts, License

01/2017

Certificates, Elite Learning

06/2012

Certificate, Work keys, GOLD Level 5

05/2009 - 09/2021

Nail Tech, Georgia State Board Cosmetology, License

Education History

Master MBA Healthcare Management , Compliance & Risk Management

Master's Degree

Ashworth College, Norcross, GA

Technical Management

Bachelor's Degree

DeVry University, Decatur, GA

Log in to Verify : <https://www.parchment.com/u/award/81cfebeda95aef5d24f75a57e759bdd1>

Certified Nursing Assistant

Vocational School Certificate/License

Genesis Healthcare, NC

Resident Assistant and Certified Nursing Assistant

Social Work

Doctorate Degree

LA Church & Institute, Los Angeles, CA

Dialysis Tech

1 Year at College or a Technical or Vocational School

Malik College, Doraville,

Cosmetology

Vocational School Certificate/License

Cutting Edge Institute, Atlanta, GA

Attended on campus. Completion is not required by Georgia to braid hair and do sew-ins therefore I stopped attending,

Healthcare Management

Bachelor's Degree
South University, Savannah, GA
Transferred credits to DeVry Keller University.

Nail Technology

Vocational School Certificate/License
Atlanta Beauty College, Doraville, GA

Medical Assistant

1 Year at College or a Technical or Vocational School
Lincoln Technical College, Marietta, GA
<https://www.lincolntech.edu/career-services>

General High School Curriculum

High School Diploma
James Madison, Norcross, GA
Graduated.

Bookkeeping

Vocational School Certificate/License
Guilford Technical Community College, Jamestown, NC
Completed accounts payable and accounts receivable certificate.

General High School Curriculum

High School Diploma
James B. Dudley, GREENSBORO,

Additional Information

SAP
Medisoft
Power Point
Publisher
Learning Management Systems
Database Management & Analysis

Detailed References

Marian Parker , Executive Administrative Assis

CASA
4309 Memorial Drive
Decatur, GA 30002
MarianParkeresq@gmail.com
4043780038

Jeanette Warren , CNA Personal Assistant

Personal Healthcare Assistant
3363385242

Nancy Quinn , Technical Support Customer Ser

Info NXX
315 Spring Garden St 1d
Greensboro, NC 27401

3362729072

Kimberly Place , Executive Assistant to CEO

Aaron Rents , Inc
309 E Paces Ferry Rd NE,
Atlanta, GA 30305
4042310011

Tara Daniels , Coordinator/ Manager

Dekalb CASA
4309 Memorial Drive
Decatur, GA 30002
4043780038

Career Services , Graduate

James Madison High School
6625 The Corners Pkwy NW 500, <https://www.jmhs.com/>
7707298400

DeVry Keller University , Graduate

Alumini Association
1 W Ct Square Suite 600, <https://alumni.devry.edu/s/1629/17/home.aspx?gid=8&pgid=61>
Decatur, GA 30033
alumni@devry.edu
4042702706

Patty Jagodzinski

pjago@devry.edu

DeVry Keller University , Student

Career Services
1 W Ct Square Suite 600
Decatur, GA 30033
CareerServiceRequest@devry.edu
4042702706

Lincoln College of Technology , Medical Assistant

Student Career Services
2359 Windy Hill Rd SE, <https://www.lincolntech.edu/career-services>
Marietta, GA 30067
7702260056