

# TINIKA WARREN

**Dr. Tinika Warren Dr. Tinika has a account CEO Nail Tech, Technical Manager, Medical Assistant, Administrator of Management Training & Dev, Project Manager, Risk Management Phd h.c Community Development and Social Work**

Locust Grove, GA

wtinika03@gmail.com

6785589665

Dr. Tinika S. Warren, Community Development and Social Work "h.c." Ph.D. from Los Angeles Development Church & Institute also holds an academic accredited four-year degree Bachelor of Science in Technical Management concentration of Project Management in Healthcare to safeguard healthcare pursuing an accredited MBA Master's Degree from DeVry University Keller School of Management in Healthcare Management achieved by being self-motivated and driven Class of 2021. Addresses cost management, quality control, planning and development, improvement projects focus on organizing implementing controlling business activities; achieving schedule, budgeting with Agile.

A registered PMI member of the Project Management Institute, Inc., Atlanta, Chapter; Project Management Professional (PMP) certification to gain the ISO 17024, Certified Associate in Project Management (CAPM) standards. Servsafe Manager administered by the National Restaurant Association and striving for an SHRM the Association of Corporate Counsel (ACC). American Management Association member.

General Manager, greatest strengths are Project management, to the implementation of collaborating with teams, leadership, flexibility, multitasking, analyzing the development of training needs and initiatives, develop training programs, mentoring, job coach, business strategies, health, safety, customer service, manage conflict, diversity, inclusion (D&I), planning, scheduling, Technical savvy skills.

Georgia Professional Licensed Nail Technician and pursuing membership to The International Nail Technicians Association (INTA) after COVID-19, Medical Assistant AAMA Member, (CAAHEP), CPR, AED, BLS certified, ServSafe Food Handler certified. Corporate level experience in Management Training and Development. ACT Georgia Work Ready on corporate Level 5.

No Criminal Record. Verified by Dekalb County, Orange background services, FBI, Homeland Security, State of Georgia checked approved with background fingerprinting. E- Verified, non-smoker, three recent drug-free (has never had any drug habits) blood and two urinalysis tests proved to have strong determination, time-management, safe, trusted, friendly, kind with excellence, and integrity.

Registered Georgia Responder volunteer Telework Administrative Medical Assistant Healthcare Services for the State of Georgia Department of Public Health, and Private hospitals, Medical Reserve Corps, to help protect lives during natural disasters in communities across the United States of America assisting during COVID-19 to flatten the curve.

Willing to relocate: Anywhere



## WORK EXPERIENCE

**CEO, Owner, President, Licensed Nail Technician**

### **Glamlif Glamlife Family Party Spa**

July 2013 to Present

soap, body wash, sanitizer and products development

F il

Jul 2013 - Present • 7 years 2 months closed

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.

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My services include acrylics, buffing, filing, drilling, shaping, and polishing fingernails

Back to LinkedIn.com 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

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Telecommunications Customer Service/ Technical Support Representative,

Conduit Hourly employee

GI b I Conduit Global

May 2016 - May 2017 • 1 year 1 month

MCCleansville, 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

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Senior Executive Administrative Assistant, Hourly employee , Non-Profit,

DeKalb Federally Funded

C t DeKalb County CASA

Feb 2010 - Oct 2010 • 9 months

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,

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### **Senior Technical Project Manager Nail Technician, Closed in Compliance**

**Glamlife Party Spa**

June 2013 to Present

19

Volunteer Planning Procurement Process, Project Risk Management, Product

Development, Production

Jun 2013 - Present • 7 years 3 months

Greater Atlanta Area

The first point of contact for my nail care services and customer support. Implementing the values, beliefs, and rules of a customer-focused business that is centered on proactively meeting and exceeding the customer's expectations daily.

Applying for funding, planning update commercials, writing new business plans, training manuals, meets with lenders, locating small business sponsorships from Dekalb County programs and economic development, SBA, and the United States of Commerce. Locating

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## **Administrative Assistant, Hourly**

**Non-Profit Company**

January 2010 to August 2010

Federally

Partne Funded, Public Policy f Partnership for Community Action Inc.

Jan 2010 - Aug 2010 • 8 months

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Clarkston, Georgia

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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

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## **Corporate LMS Administrator of Management Training & Development**

**Aaron& Fortune 500 Co** - Buckhead, GA

May 2005 to May 2009

Began as the receptionist for the President of the Company. As the receptionist, greeted guests, CEO, Charles Loudermilk, President Ken Butler, Franchisees, executive office staff employees, operations managers, and provided support in the administration for the Executive Assistant of the company. A year later, I was promoted to the Learning Management Systems Administrator of Training and Management Development for Aaron's University eLearning program and WebEx meetings. Oversaw training

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## **Telecommunications Call Center Customer Service Representative**

**Infonxx Inc**

June 2000 to July 2003

3 years 2 months

United States

Successfully, received 800 incoming calls daily from cell phone users assisting them with

411 assistance, directions, movie listing and times. Coached, trained, mentored team members in order to increase

company morale along with productivity to get better outcomes on the daily totals meeting the forecasted number of calls. Systems used were the AVAYA phone systems and data networks. Planned team meetings and assisted with coordinating the team meetings. A letter of recommendation was given

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Quality Control Inspector , Headquarters Schenectady, NY, Fortune 500 Co,

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Hourly employee

**Guilford Mills Inc** - Winston-Salem, NC

June 1995 to May 2000

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Mill

Jun 1995 - May 2000 • 5 years

Greensboro/Winston-Salem, North Carolina Area

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

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### Cashier Customer Service, Hourly Employee

**McDon McDonalds** - Greensboro, NC

May 1991 to September 1993

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.

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## EDUCATION

### MBA Healthcare in Management

**Ashworth College** - Norcross, GA

July 2020 to Present

### master's in Phd Social Work

**LADC Institute** - Los Angeles, CA

August 2020

## **Bachelor of Science Degree in Technical Management**

**DeVry University-Decatur** - Decatur, GA

January 2020 to May 2020

## **Doctorate of Social Work in Community Development**

**Angeles Development Church & Institute** - Los Angeles, CA

2016 to 2016

## **Diploma in Dialysis Tech**

**Malik College** - Doraville, GA

February 2011 to July 2012

## **Associate in Medical Assistant**

Marietta, GA

February 2004 to October 2004



## **SKILLS**

- **Project Management (10+ years)**
- **Agile**
- **4G/LTE**
- **Nail Care**
- **IVR**
- **3G**



## **LINKS**

<https://lnkd.in/daMYfNQ>

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