**GRACE MABIALA**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **2188 Cranston Rd. \* Cleveland, OH 44118 U.S.A.**

 **(216) 326-8582 (cell)\*gracemabiala@gmail.com**

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**PROFESSIONAL EXPERIENCE**

**Graduate Placement**

**& Clerkships Assistant**,Ohio College of Podiatric Medicine

*Independence, OH* **July 2008 – current**

* Assisting in meeting with students (both individually and in group settings) and providing them with information regarding clerkship and residency placement in podiatry
* Assisting with the effective management and the daily operations of the Office of Graduate Placement and Clerkships. Such duties included sorting mail, ordering office supplies and enforcing department policies and procedures with students
* Assisting with the promotion and organization of the annual OCPM Residency Fair
* Providing support for students who have not been placed in Residencies by the end of their fourth year of school, and helping them gain placement at residencies that have positions available
* Assisting with the maintenance and participating in on-going development of the OCPM on-line evaluation system by working with the IT Department to troubleshoot problems reported by students and faculty

**Assistant Manager,** Forever21Department Store

*Cleveland, OH*                 **Oct 2007 – Dec 2007 (Seasonal)**

* Assisting the Store Manager in creating, promoting, overseeing a fun, profitable store through customer service, sales generation, proper floor coverage and excellent visual presentation
* Responsible for training and developing staff, implementing shortage control, and executing a safe mall community environment while acting as the pacesetter for the entire store team while also generating sales
* Maintaining s friendly and professional environment in terms of the sales associates and customers at all times

 **Program Supervisor**

**& Customer Service Rep**., Infocision Management Call Center

*Austintown, OH*                  **June 2007 – Oct 2007**

* As Program Supervisor:
* Ensure quality, performance, and productivity goals are met for the call center
* Monitoring calls, coaching and developing CSRs, meeting performance and productivity goals are assigned programs
* Communicating effectively with other staff members and departments
* Trained and motivated 160 CSRs while being responsible for a team of 15-18 CSRs
* As a Customer Service Representative:           **May 2005 – Feb 2006**
* Awarded Employee of the Month in December 2005
* Called people across the U.S. to obtain opinions on political and Christian issues and asked for monetary donations for causes (i.e. American Center for Law and Justice, the Catholic Coalition, American Red Cross for Hurricane Katrina Relief)

**GRACE MABIALA**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_PAGE 2\_\_\_\_

**PROFESSIONAL EXPERIENCE**

**Student Caller & Supervisor**, Ohio Wesleyan University - Office of Admissions

Delaware, OH                 **Jan. 2002 – April 2005**

* As Supervisor:
* Directed and assisted a team of 15-20 OWU students/ employees on how to properly communicate with prospective OWU students via phone
* Analyzed and arranged OWU Admissions documents containing prospective student status and other confidential student data information
* Performed data entry assignments while operated Ohio Wesleyan University Admissions computer system
* As Student Caller:
* Called prospective college students and provided information to interested prospective student applying to OWU and making visitation arrangements for prospective students planning to travel to the OWU campus for annual OWU events

**Tutor and Counselor**, Wittenberg University, 2003 Upward Bound Program,

Springfield, OH            **May 2003 – July 2003 (Summer Internship)**

* Tutoring and counseling over 120 high school students in the Springfield, Ohio
* Assisting a high school teacher by grading English assignments of students.
* Taught a one hour course four times a week called “How to Write a College Paper” to a class of 10-15 high school students with no supervision.
* Counseled high school students from diverse family, social, economic and religious backgrounds in situations concerning educational and personal matters
* Accompanied high school students in numerous field trips in Ohio and Kentucky
* Maintaining the safety of high school students residing in the residential facility at Wittenberg University during 2003 Upward Bound Summer Program.

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**OTHER ACTIVITIES**

* Sunday School Teacher, Vacation Bible School Leader & Youth Group Assistant at Centenary United Methodist Church in Youngstown, OH -USA (1998 -2001), Grace United Methodist Church in Delaware, OH - USA (2001 -2004), Richard Brown United Methodist Church in Youngstown, OH - USA (2006) & St. Matthews United Methodist Church in Cleveland, OH – USA (2007 – 2009).

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**COMPUTER SKILLS**

Microsoft Word, Microsoft Outlook, Excel, PowerPoint, Internet proficient

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**EDUCATION**

B.A. in English (Non-Fiction)          *Ohio Wesleyan University*

(2001 – 2007)          Delaware, OH