802 OLD ORCHARD ROAD • ANDERSON, INDIANA • 46011
PHONE (765) 606-4808 • E-MAIL DR.STEPHANYSTENNIS.DBA@GMAIL.COM

DR. STEPHANY MAE (FINNEY) STENNIS, DBA

WORK EXPERIENCE

Jan 2026 – June 2026 **The Behavioral Center/Family First Support Network** **Anderson, IN**
Caseworker/Visitation Facilitator (Contractor)
Website: www.TheBehavioralCenter.com

- Facilitated supervised visitation between parents, children, and families in accordance with court orders, DCS requirements, and agency policies.
- Coordinated services and communicated regularly with case managers, attorneys, probation officers, foster parents, and other service providers.
- Developed and monitored individualized service plans, goals, and interventions to support family stability and child well-being.
- Ensured compliance with agency standards, court requirements, and state regulations while maintaining professional boundaries and ethical practices.
- Collaborated with multidisciplinary teams to evaluate client progress and make recommendations regarding visitation, reunification, and case outcomes.
- Assisted clients in accessing community resources, educational services, employment support, housing assistance, and mental health services.
- Maintained crisis intervention readiness and responded appropriately to safety concerns, behavioral issues, and emergency situations.
- Assisted families in identifying and addressing barriers to reunification, including parenting skills, communication challenges, transportation, and community resource needs.
- Monitored family interactions during visits and documented observations, strengths, concerns, and progress toward case goals.
- Maintained accurate, timely, and confidential case notes, monthly reports, visitation logs, and client documentation.
- Conducted home and community-based visits to assess safety, progress, and compliance with court-ordered services.
- Implemented behavior management strategies and conflict resolution techniques during family interactions.
- Provided parenting education, coaching, and support to encourage healthy parent-child relationships.
- Managed multiple cases simultaneously while meeting deadlines for documentation, reporting, and client contacts.

SKILLS: Case Management, Family Reunification Services, Supervised Visitation, Child Welfare Services, Crisis Intervention, Conflict Resolution, Documentation & Reporting, Client Advocacy, Court-Ordered Services, Family Engagement, Community Resource Coordination, Behavioral Interventions, Goal Planning & Monitoring, Confidentiality & Compliance, Trauma-Informed Care

Aug 2020 – Aug 2025 **Robert Half/Indiana Housing and Community Development Authority** **Indianapolis, IN**
Remote Rental Assistance Fund (RAF) Program Intake Agent/Remote Indiana Emergency Rental Assistance (IERA) Program Vendor Database Specialist/Remote Indiana Emergency Rental Assistance (IERA) Program Vendor Database Pod Lead/Remote Indiana Emergency Rental Assistance (IERA) Program Intake Manager/ Remote Indiana Emergency Rental Assistance (IERA) Program Recertification Manager/Remote Energy Assistance Program (EAP) Manager ***(promoted 5 times within 3 years)***
Website: www.IN.gov/ihcda

Remote Energy Assistance Program (EAP) Manager (current position)

- Serve as Energy Assistance Program Intake Specialist and Pod Lead point of contact and act as subject matter expert for policies and procedures in approving or denying energy assistance applications.
- Interview and compile necessary documentation to complete EAP application for eligible households; interview clients in the office or at scheduled outreach sites
- Verify all household income, utility account numbers and household composition information
- Enter completed Energy Assistance Program application into a program specific web based application
- Organize EAP client file
- Attend all EAP training and program meetings
- Conduct assessments to identify additional services needed by Energy Assistance Program applicants
- Conduct training with new intake agents

Remote Indiana Emergency Rental Assistance (IERA) Program Recertification Manager (promoted to Remote Energy Assistance Program (EAP) Manager above)

- Serve as Recertification Specialist, Pod Lead and Director point of contact and act as subject matter expert for policies and procedures in approving or denying recertification applications.
- Conduct training with new intake agents

Remote Indiana Emergency Rental Assistance (IERA) Program Intake Manager (Remote Indiana Emergency Rental Assistance (IERA) Program Recertification Manager above)

- Serve as Intake Specialist, Pod Lead and Director point of contact and act as subject matter expert for policies and procedures in approving or denying recertification applications.
- Conduct training with new intake agents

Remote Indiana Emergency Rental Assistance (IERA) Program Vendor Database Pod Lead (promoted to Remote Indiana Emergency Rental Assistance (IERA) Program Intake Manager above)

- Serve as Vendor Database Specialist point of contact and act as subject matter expert for policies and procedures in sending landlord/vendor documentation requests, reviewing landlord/vendor documentation, entering data into vendor database, processing applications in Submittable, and contacting new landlord/vendors.
- Perform scheduled and/or ad-hoc quality assurance reviews of applications in accordance with IHCDA's policies and procedures.
- Field questions and provide coaching to Vendor Database Specialist'.
- Evaluate trends among issues identified and share broad issues to Managers.
- When necessary, step in to ensure applications are handled accurately and appropriately.
- Escalate any issues to Robert Half Supervisory Staff and Intake Staff Review Manager.
- Meet with staff regularly to address questions or concerns. Ensure participation and attendance to huddle, weekly meetings, trainings, etc.
- Any additional duties assigned by the Intake Staff and Review Manager.

Remote Indiana Emergency Rental Assistance (IERA) Program Vendor Database Specialist (promoted to Remote Indiana Emergency Rental Assistance (IERA) Program Vendor Database Pod Lead above)

- Serve as Data Processors' point of contact and act as subject matter expert for policies and procedures in reviewing an application, completing an IERA Review, calculating income, and determining eligibility.
- Perform scheduled and/or ad-hoc quality assurance reviews of applications in accordance with IHCDA's policies and procedures.
- Field questions and provide coaching to Intake Staff Reviewers.
- Evaluate trends among issues identified and share broad issues to Managers.
- When necessary, step in to ensure applications are handled accurately and appropriately.
- Escalate any issues to Robert Half Supervisory Staff and Intake Staff Review Manager.
- Perform processing duties as described under "Rental Assistance Intake Reviewers"
- Meet with staff regularly to address questions or concerns. Ensure participation and attendance to huddle, weekly meetings, trainings, etc.
- Any additional duties assigned by the Intake Staff and Review Manager.

Remote Rental Assistance Fund (RAF) Program Intake Agent (promoted to Remote Indiana Emergency Rental Assistance (IERA) Program Vendor Database Specialist above)

- Perform key tasks related to program intake, including but not limited to:
  - Timely Outreach to landlords/vendors.
  - Processing applications labeled vendor database through Submittable.
  - Distributing Landlord Document Request through the vendor database.
  - Reassigning applications to management team.
  - Entering Landlord/Vendor Information into Vendor Database.
  - Contacting landlords/vendors to acquire payment documentation.
- Complete objectives in a 100% remote work environment.
- Participate in ongoing training opportunities to enhance knowledge of and proficiency in rental assistance programs.
- Develop Proficiency in Submittable, Microsoft 365, and virtual desktop.

SKILLS: Affordable Housing Programs, Housing Assistance Administration, Program Compliance, Eligibility Determination, Fair Housing Regulations, Federal & State Housing Programs, Community Development Initiatives, Grant Administration, Program Monitoring, Policy Interpretation, Regulatory Compliance, Customer Service Excellence, Client Advocacy, Community Resource Coordination, Stakeholder Engagement, Documentation & Reporting, Data Management, Quality Assurance, Process Improvement, Project Coordination, Public Speaking, Training & Technical Assistance, Strategic Planning, Problem Solving, Cross-Functional Collaboration, Microsoft Office Suite, Records Management, Time Management, Organizational Leadership, Confidentiality & Compliance.

Aug 2012 – current **Central Indiana Mothers Inc.** **Alexandria, IN**

Executive Director/Founder

Website: www.centralindianamothers.org

- Hire staff and recruit volunteers
- Appoint committee chairs
- Oversee monthly functions of the non-profit organization
- Oversee planning and implementation of 24/7 crisis line

- Liaison between the Board of Directors, staff, volunteers, and other community organizations and businesses
- Research information and compose media releases for distribution to news media, organizations, and public
- Create and design organization website, training programs, and standardized policies and procedures
- Oversee planning, production, and design of e-newsletter and marketing materials
- Collect and distribute donations for our Baby Boutique and Momma Market
- Coordinate and execute programs and events for the public and other town/city sponsored activities
- Create and manage Facebook Groups and "Like" Page
- Research community events and assistance programs for low-income families

SKILLS: Nonprofit Leadership, Program Development, Community Outreach, Family Advocacy, Resource Coordination, Volunteer Management, Fundraising & Donor Relations, Event Planning & Coordination, Community Partnership Development, Public Speaking, Social Media Management, Marketing & Public Relations, Grant Research, Strategic Planning, Budget Management, Client Intake & Assessment, Crisis Support, Community Engagement, Team Leadership, Program Evaluation, Relationship Building, Networking, Conflict Resolution, Project Management, Resource Navigation, Volunteer Recruitment, Stakeholder Engagement, Organizational Development, Documentation & Reporting, Advocacy & Awareness Campaigns.

Aug 2016 – June 2023 **Little Ladybug Learning Center** **Anderson, IN**
Director/Early Childhood Educator
Website: www.LittleLadybugLearningCenter.com

- Hire, train, manage, coach and oversee staff
- Create & maintain LLLC website and social media presence
- Prepare and edit correspondence, communications, presentations and other documents
- Provided management and leadership in the provision of quality year-round pre-school and school age child care services, with a major emphasis in meeting the child care needs of low-income families
- Authorized purchase of instructional materials and teaching aids, such as books, toys and games designed to stimulate learning
- Reviewed and evaluated facility activities in order to ensure conformance with state and local regulations
- Consistently promoted the school programs by conducting public relations presentations, doing outreach events, developing and distributing advertisement materials.
- Completed paperwork and reporting as required for grants and state licensing.
- Increased quality programming for children based on best practices for children as outlined by the National Association for the Education of Young Children
- Answer and manage incoming phone calls

SKILLS: Early Childhood Education, Child Development, Classroom Management, Lesson Planning, Curriculum Implementation, Student Engagement, Behavior Management, Parent Communication, Child Safety & Supervision, Developmental Assessments, Social-Emotional Learning, Creative Learning Activities, Team Collaboration, Positive Reinforcement Techniques, Individualized Learning Support, Record Keeping & Documentation, Conflict Resolution, First Aid & Emergency Response, Time Management, Organization, Classroom Organization, Family Engagement, Learning Environment Design, Multitasking, Patience & Compassion, Early Literacy Development, School Readiness Preparation, Problem Solving, Communication Skills, Regulatory Compliance.

April 2015 – July 2016 **Muncie Housing Authority** **Muncie, IN**
Executive Assistant
Website: www.muncieha.com

- Create & maintain MHA website and internal staff portal
- Prepare and edit correspondence, communications, presentations and other documents
- Design and maintain databases
- File and retrieve documents and reference materials
- Conduct research, collect and analyze data to prepare reports and documents
- Manage and maintain executives' schedules, appointments and travel arrangements
- Arrange and co-ordinate meetings and events
- Record, transcribe and distribute minutes of meetings
- Monitor, screen, respond to and distribute incoming communications
- Answer and manage incoming calls
- Receive and interact with incoming visitors
- Liaise with internal staff at all levels
- Interact with external clients
- Coordinate project-based work
- Review operating practices and implement improvements where necessary
- Supervise, coach and train lower level staff

SKILLS: Affordable Housing Administration, Public Housing Programs, Housing Choice Voucher (Section 8) Programs, Eligibility Determination, Applicant Screening, Tenant Relations, Lease Compliance, Property Management Support, Fair

Housing Compliance, HUD Regulations, Income Verification, Recertification Processing, Case Management, Client Advocacy, Community Resource Coordination, Conflict Resolution, Customer Service Excellence, Program Compliance Monitoring, Housing Inspections Coordination, Waitlist Management, Documentation & Reporting, Records Management, Regulatory Compliance, Crisis Intervention, Public Assistance Programs, Stakeholder Engagement, Problem Solving, Confidentiality & Compliance, Data Management, Community Outreach.

Feb 2012 – Sept 2013 **Sallie Mae** **Muncie, IN**

Instructional Designer / Trainer

- Create and design training material for the entire Sallie Mae company
- Ability to use multiple software packages including;
  - Lectora Inspire
  - Camtasia
  - Adobe
  - SnagIt 10
  - FlyPaper
  - SurveyMonkey
  - ParticipantGuide Pro and LeaderGuide Pro
  - FACS, CLASS, Noble, FDR
  - Artiva
  - Lync
  - Microsoft Office Word, Excel, PowerPoint, Outlook
  - NICE
- Administrator for Learning Management System (LMS) WebLearn
- Capacity to work with little to no supervision as my direct supervisor and team members at a different location
- Successfully lead conference calls between Sallie Mae sites; Delaware, New York, and Indiana
- Ability to work from home occasionally, while still producing quality materials ahead of schedule

Aug 2010 – Feb 2012 **Sallie Mae** **Fishers, IN**

Customer Service Representative – Servicing Specialist I & II

- Provided Excellent Customer Service
- Knowledgeable in Department of Education student loan information
- Participated in Quality Call Monitoring session with IN, DE, and PA
- Selected to Mentor agents in Nesting and in first weeks of receiving customer calls
- Chosen to assist in Group chats to answer agent questions and research accounts
- Assisted my supervisor and team leader with returned IDT's and TF09 errors
  - Corrected returned IDT's and sent feedback to agents on how to send IDT's correctly
- Ability to use Cares-ED, Cares-Sallie, and CLASS to assist customers with educational loans
- Met incentive requirements in order to bonus every month since receiving calls on the Customer Service floor
- Found error in Cares & Class that affected 44,000 customers as loans were transferring from ACS to Sallie Mae
  - Auto-debit was not transferring correctly into the system. I escalated the issue to my Supervisor, Rhonda Rogers, and Manager, Hans Stulken to get the issue resolved. The following day a training update was released to correct the issue and ways to best assist our customers.
- Ability to quickly identify trends that may impact call volume and correctly send Hot Topics
- Promoted to Customer Servicing Specialist II after annual review was completed
  - CSAT (Satisfaction) – 98.27%, CSAT (Resolution) – 95.26%, CSAT (Communication) – 97.36%
  - AHT – 405 seconds, ACW – 46 seconds
  - Customer Experience – 3.47, Schedule Adherence – 94.12%
  - First Call Resolution – 87.57%
  - Compliance – 100%
- Assisted irate customers by de-escalating the situation and handling the call in a courteous and assertive manner
  - Rarely escalate calls, only if customer is very persistent and I am unable to assist
- Efficiently use Knowledge Share to answer customer questions
- Participated in focus groups in order to provide feedback on Cares issues and customers opinions

SKILLS: Student Loan Servicing, Financial Services, Customer Relationship Management (CRM), Account Management, Loan Processing, Payment Solutions, Collections & Recovery Support, Financial Counseling, Customer Service Excellence, Regulatory Compliance, Documentation & Record Management, Problem Resolution, Conflict Resolution, Account Analysis, Payment Plan Negotiation, Data Entry & Management, Call Center Operations, Client Education, Verbal & Written Communication, Active Listening, Time Management, Quality Assurance, Confidentiality & Compliance, Microsoft Office Suite, Multitasking, Performance Metrics Achievement, Cross-Functional Collaboration, Attention to Detail, Decision-Making, Professional Communication.

EDUCATION

2026 **Atlanta College of Liberal Arts & Sciences** **Atlanta, GA**

Doctorate of Business Administration (DBA) GPA 4.0/4.0

2025 **Western Governors University** **Indianapolis, IN**

Master of Science in Business Management & Leadership GPA 3.0/4.0 (PASS)

- Honor Society

2018 **Western Governors University** **Indianapolis, IN**
Bachelor of Science in Business Management GPA 3.0/4.0 (PASS)
- Honor Society

2011 **Ivy Tech Community College** **Anderson, IN**
Associate of Arts in General Studies GPA 3.84/4.0
- Magna Cum Laude
- Dean's List
- Phi Theta Kappa Honor Society
- Specialist Certification in Microsoft Office Word & PowerPoint 2007

2006-2007 **Hawaii Pacific University** **Honolulu, HI**
Sought Bachelors of Science in Marine Biology GPA 3.83/4.0
- Dean's List
- Phi Sigma Honor Society

2004-2005 **Indiana University** **Kokomo, IN**
Obtained ACP credit while in High School GPA 3.79/4.0
- Chemistry

2002-2006 **Frankton Jr./Sr. High School** **Frankton, IN**
Academic Honors Diploma GPA 3.72/4.0
- 8th / 79 - FHS Class of 2006
- Spanish (4 years)
- National Honor Society
- ACP Chemistry, AP Physics, AP English

CERTIFICATIONS

■ Certified Microsoft Office Word Specialist	*Completion Date: 03/2008*	*Expiration: Never*
■ Certified Microsoft Office Excel Specialist	*Completion Date: 03/2008*	*Expiration: Never*
■ Project+ 2015	*Completion Date: 06/2016*	*Expiration: Never*
■ CompTIA Project+	*Completion Date: 06/2016*	*Expiration: Never*
■ Cardiopulmonary Resuscitation Certification (CPR)	*Completion Date: 11/2025*	*Expiration: 11/2027*
■ First Aid	*Completion Date: 11/2025*	*Expiration: 11/2027*
■ AED	*Completion Date: 11/2025*	*Expiration: 11/2027*
■ Educator License: Substitute Teacher	*Completion Date: 09/2025*	*Expiration: 09/2028*
■ Notary Public	*Completion Date: 07/2010*	*Expiration: 07/2018*
■ Certified Nursing Assistant (CNA)	*Completion Date: 05/2009*	*Expiration: 05/2011*

ACHIEVEMENTS, HONORS, AND AWARDS

- Best Business Woman [2013]
- Spanish Honor Society
- Lion's Student of the Month
- Award of Excellence - Spanish
- Volunteer Service Award
- Award of Excellence - Chemistry
- Salvation Army - Bell Ringer Award
- National Society of High Sch. Scholars
- Phi Theta Kappa Honor
- Dean's List
- National Honor Society
- Academic Hall of Fame

SPECIAL SKILLS

Organized Motivated Respectful Enthusiastic Outgoing Energetic Versatile

VOLUNTEER SERVICES

- Selective Service Board Member
- Sitting with Nursing home residents
- Thanksgiving Soup Kitchen
- Salvation Army
- Volunteer Softball Coach
- Operation Love Ministries
- KidsPeace Foster Care
- Mentally Challenged Camp
- Neighborhood Cleanup

PROFESSIONAL REFERENCES

Provided Upon Request