

# STEPHANY MAE (FINNEY) STENNIS

## WORK EXPERIENCE

**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](http://www.IN.gov/ihcda)

**Remote Energy Assistance Program (EAP) Manager**

- 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 direct 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 direct 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 IHCD'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 IHCD'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.

**Aug 2012 – current**

**Central Indiana Mothers Inc.**

**Alexandria, IN**

*Founder/Executive Director*

*Website: [www.centralindianamothers.org](http://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

**Aug 2016 – June 2023**

**Little Ladybug Learning Center**

**Anderson, IN**

*Director/Early Childhood Educator*

*Website: [www.LittleLadybugLearningCenter.com](http://www.LittleLadybugLearningCenter.com)*

- Hire, train, manage, coach and oversee staff
- Create & maintain LLC 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

**April 2015 – July 2016**

**Muncie Housing Authority**

**Muncie, IN**

*Executive Assistant*

*Website: [www.muncieha.com](http://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

**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

## **EDUCATION**

**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
- Phi Theta Kappa Honor Society
- Dean's List
- 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

- 8<sup>th</sup> / 79 - FHS Class of 2006
- Spanish (4 years)
- National Honor Society
- ACP Chemistry, AP Physics, AP English

## CERTIFICATIONS

■ Certified Microsoft Office Word Specialist	<i>Completion Date: 03/2008</i>	<i>Expiration: Never</i>
■ Certified Microsoft Office Word Specialist	<i>Completion Date: 03/2008</i>	<i>Expiration: Never</i>
■ CompTIA Project+	<i>Completion Date: 06/2016</i>	<i>Expiration: Never</i>
■ Ordained Minister	<i>Completion Date: 06/2016</i>	<i>Expiration: Never</i>
■ Child Development Associate (CDA)	<i>Completion Date: 12/2020</i>	<i>Expiration: 12/2023</i>
■ Cardiopulmonary Resuscitation Certification (CPR)	<i>Completion Date: 02/2021</i>	<i>Expiration: 02/2023</i>
■ First Aid	<i>Completion Date: 02/2021</i>	<i>Expiration: 02/2023</i>
■ AED	<i>Completion Date: 02/2021</i>	<i>Expiration: 02/2023</i>
■ Educator License: Substitute Teacher	<i>Completion Date: 02/2016</i>	<i>Expiration: 02/2019</i>
■ Notary Public	<i>Completion Date: 07/2010</i>	<i>Expiration: 07/2018</i>
■ Certified Nursing Assistant (CNA)	<i>Completion Date: 05/2009</i>	<i>Expiration: 05/2011</i>

## ACHIEVEMENTS, HONORS, AND AWARDS

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

## SPECIAL SKILLS

Organized	Motivated	Respectful	Enthusiastic	Outgoing	Energetic	Versatile
-----------	-----------	------------	--------------	----------	-----------	-----------

## VOLUNTEER SERVICES

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

## PROFESSIONAL REFERENCES

Diane Feghabo  
Protiviti (Client IHCD)  
Senior Project Manager  
[Diane.Feghabo@Protiviti.com](mailto:Diane.Feghabo@Protiviti.com)  
(770) 856-4151

Parker Chalmers  
Protiviti (Client IHCD)  
Project Manager  
[Parker.Chalmersw@Protiviti.com](mailto:Parker.Chalmersw@Protiviti.com)  
(513) 504-7819

Zoe Bulick  
Robert Half (Client IHCD)  
Practice Director/Recruiter  
[Zoe.Bulick@RobertHalf.com](mailto:Zoe.Bulick@RobertHalf.com)  
(317) 687-3270