

Shaniqua Rose

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CORE COMPETENCIES:

- Excellent Customer Service skills with high energy and an excellent ability to multi task
- Computer Proficiency: Microsoft Word, Excel, Power Point, Outlook, Gmail
- Strong problem solving, decision making and analytical skills with strong organizational and planning skills
- Exceptional communication and interpersonal skills and the ability to work in strong cross-functional working relationships
- Work well with others
- Manage conflicting priorities, multitask and deliver on aggressive timelines in a dynamic environment

EDUCATION:

American Public University July 2016-October 2018

-Master's Degree in Public Administration Concentration in Organizational Management

Polk State College August 2012-December 2015

- Bachelor's Degree Management Concentration Business Administration

Valencia Community College August 2005- December 2007

- Associates Degree Minor in Accounting

EMPLOYMENT HISTORY:

Change For The Community, Business Consultant Orlando, FL July 2019-Present

- Build strong working relationship at all levels within and outside of the organization.
- Develop and execute a work plan obtaining authorized resources to ensure all activities are performed.
- Support a work environment that promotes customer service, quality, continuous improvement, knowledge sharing, and teamwork.
- Manage workflow collaboration across teams to ensure client investment is on track, executed flawlessly and completed on time.
- Conduct special studies and analyses, develop recommendations and present to management to influence best organizational decisions.
- Effectively balance a number of tasks, work towards deadlines, and produce quality deliverables.
- Plan and execute outreach and engagement activities, including large scale and high visibility events.
- Evaluate organizational partnerships and relationships to meet project goals.
- Research grants opportunities from both government and non-governmental agencies.
- Study the history, structure, objectives, programs, and financial needs of the organization.
- Draft grant proposals and supporting documents based on the funding requirements of the organization.
- Respond to queries on submitted grant proposals.

City of Orlando, DDB/CRA, Specialist Orlando, FL Nov 2018-Dec 2019

- Conduct research, prepare statistical reports, and develop activities as it relates to projects to enhance operations involving economic development, redevelopment, land development,

business development, and community enhancements.

- Prepare presentations for meetings; edit content and add appropriate design elements as needed.
- Maintain and monitor project plans, project schedules and ensure projects adhere to the framework; maintain documents, reports and plans associated with each project.
- Respond to citizen and business complaints, investigates, proposes solutions and make recommendations for implementation.
- Assist with the development of outreach programs, such as community meetings and clean initiatives.
- Conduct research to identify emerging needs, trends, and services related to assigned area of offerings, and compiles and analyzes data.
- Collaborate with Law Enforcement on various initiatives to enhance safety within the Parramore Community.
- Meet with the public, developers and contractors to discuss permitting issues and facilitate successful project completion.

City of Orlando, Permitting Division, Specialist **Orlando, FL Aug 2016-Nov 2018**

- Directed recruitment, training, staff development initiatives to maximize productivity.
- Evaluate the effectiveness and efficiency of goals, objectives, policies and procedures.
- Cultivated strong business relationships with customers to drive success for their projects
- Supervise the administrative support staff in the Permitting division, including hiring, training, evaluation and discipline; assign and monitor work assignments, and adjust as needed.
- Act as the point of contact to customers to identify and define project requirements, scope and objectives, as well as communicate project status adequately to all participants for the evolution of projects to completion.
- Create and maintain comprehensive project documentation, plans and reports.
- Work with various procedures and work methods that permit initiative and independent judgment.
- Respond to and solve difficult issues, track complaints, investigate problems, facilitate discussion, and help resolve issues by working collaboratively with all parties involved to ensure customer needs are met in a timely and efficient manner.
- Collaborate with Law Enforcement for community initiatives, such as BTRs during events.
- Assist with the development of outreach programs, such as BTR renewal and customer enhancements.
- Assess, recommend and create plans to support organizational changes.
- Work with other departments to facilitate with the processing of documents, packages, permits, and other items from business establishments and private homes to enhance economic development.
- Develop and maintain relationships with clients, project teams and agencies.

City of Orlando, DDB/CRA, Recording Secretary **Orlando, FL Dec 2013-Aug 2016**

- Maintain office supply inventories and ordered supplies accordingly.
- Information gathering and information monitoring done regularly in compiling files and updating them accordingly.
- Resolve customer complaints ensuring customer satisfaction.
- Maintain strong working relationships with customers and general public.
- Manage electronic e-mail box and responded in a timely manner.

Community Projects:

- As an active participant in the nighttime economy study done in 2015 by the CRA to enhance the safety and security of those that patronize downtown Orlando. The study resulted in the creation of a nighttime manager, assigned food truck parking spots downtown, transportation hubs for Uber and Lyft, downtown manager, stronger alliance with the nightclubs to give them a voice for changes and so much more.
redevelopment.net/wp-content/uploads/2018/07/HZA-Nighttime-Economy-Management.pdf
- As union steward and contract negotiator for SEIU, in 2019, myself and my team members were able to secure \$15 per hour minimum for all SEIU employees over the three year contract and other union contracts subsequently received the same deal. There were also changes to policies that were creating inequities, such as not giving adequate notice for the union to attend new hire orientation to know their rights to be part of a union, not allowing union stewards the right to investigate potential discipline to gather their evidence, mediation so discipline could be handled without going to arbitration (costing the city a lot of money), and more.
www.seiufpsu.org/wp-content/uploads/2020/10/SEIU-Orlando-TAed-Agreement-2019.pdf
- With community partners, I have organized and have accomplished the beautification of the community, from clean ups to street resurfacing to even the removal of infected trees.
[Volunteers gather to clean up Parramore to put 'unity back in community' - Orlando Sentinel](#)
- With community partners, I hosted the first ever Trick or Treat on Church Street Halloween event for the youth in Parramore. This route reduces potential conflict of people going to one community center over another in the community; it is a meet in the middle of the community and have some good ole fun.
- There was a study done by Bethune Cookman University Center for Law & Social Justice Community Safety and Engagement Action Plan for Law Enforcement, as well as with the Bowman Group. As a participant, I shared the importance of positive community engagement with Law Enforcement. One suggestion made, after any major community disruption, such as a raid, within 24-48 hours the officers need to return to the community to explain to the youth they were just doing their job to remove bad people and keep the community safe.
[Orlando police meet with residents to bridge gap between officers and community \(clickorlando.com\)](#)
[Trainer hosts meetings in Orlando neighborhoods to build relationships with law enforcement \(clickorlando.com\)](#)
[Residents weigh in on Orlando Police Department during virtual meeting – WFTV](#)
- There was an abandoned house that was an eyesore for the community and had been for many years, through advocating, I was able to have the house demolished and the site can be used for homeownership opportunities in the future.
[Neighbors say Parramore eyesore has got to go – WFTV](#)

- The Parramore community is surrounded by commercial businesses and I have advocated for the placement of additional trash cans around the community, so visitors and residents can dispose of their trash in a receptacle instead of on the floor.
- Through efforts with the local organizations, I was able to increase Census participation in 2020, which is critical for funding in our communities.
[With Census deadline approaching local leaders ramp up efforts to collect responses \(clickorlando.com\)](https://www.clickorlando.com)
- With community partners, during the pandemic, I facilitated the delivery of food boxes for the seniors, snacks and food for the students that were homebound, coping mechanisms for parents, the distribution of over 22,000 face masks, and so much more.
[VIDEO: Parramore residents concerned about a lack of social distancing – WFTV](https://www.wftv.com)
[In COVID-19 Era, Nonprofits Fill Inequity-Exacerbated Needs \(mynews13.com\)](https://www.mynews13.com)
- There are speeding concerns along Parramore Avenue, so I advocated for an enhanced cross walk for ZL Riley Park to ensure families could safely get to the park, where speed humps were placed as a temporary solution.
- There were many complaints of children and their family not being able to use ZL Riley Park without being panhandled or harassed, so I advocated for the placement of a security guard while the park was open and people have been ecstatic that they are able to use the park again.
- There was a tree fallen on a house in Parramore which impeded the sidewalk, I was able to get it removed and the sidewalk replaced.



- When the Soccer Stadium was being built, several businesses along Church Street struggled because of the road closures, people not being able to park and patronize at

their business. So I researched and created a rent abatement assistance program to alleviate some of the financial issues, provide some temporary help to businesses, and the program was later used during COVID to support the struggling businesses within the CRA.

- Due to certain regulations, there are no flashing school lights around the OCPS ACE School letting people know it is a school zone. Through my advocacy the CRA installed speed humps to get the cars to slow down and coordination with OPD happened to increase crossing guards to all major intersections within the Parramore community.
- To reduce recidivism amongst the homeless population in the City of Orlando, I researched a homeless community court and although the full community court has not been implemented because of the major partnerships and funding needed, there is now a mobile crisis response team, increased Crisis Intervention Training (C.I.T.) for Orlando Police Department, and there is a more comprehensive matrix required for receiving funding to provide services to homeless individuals.
- Through my organization, I mentor over 2 youth in the community to ensure they have the guidance and opportunities needed for a successful future. My mentees have committed to better grades, not participating in activities that could get them in trouble, and picking up trash to keep their street clean.



- Through my advocacy for more positive interaction with law enforcement and the youth, subsequently the OPD youth liaison team was created to find alternative solutions to taking youth to jail and more community collaborations for opportunities for youth, such as training and jobs.
[Talking about police in Parramore - YouTube](#)
- The split second it takes for a first-responder to miss a house because there is no number on the house or the house number is not visible from the street, could be the difference between life or death. Many houses in the Parramore community do not have a house

number or the house number is not visible from the right-of-way. So I applied for a grant and was able to place house numbers on the curbside in my immediate area.

- With community partners, my organization was able to provide turkey, financial literacy, housing assistance, and training opportunities to over 75 unemployed Disney workers and over 150 toys to their children.
- Many of the post offices are going to cluster boxes, rather than mailboxes in front of the home and there are many throughout the Parramore neighborhood. They are federal property, so I advocated for the replacement and cleaning of many of the boxes throughout the community.
- Due to lack of transportation and individuals not wanting to travel to unfamiliar locations, I started pop-up Pfizer COVID vaccines throughout Orange County and was able to administer over 10, 000 vaccines to Orange County residents. My team hosted vaccines in many places, from the comfort of people's home to churches to mechanic shops to nightclubs to a theater to corporate offices and so many more places.



[Storms disrupt some COVID-19 vaccine distribution sites in Florida – WFTV](#)

[Beacham Nightclub Orders up COVID-19 Vaccine for Employees \(mynews13.com\)](#)

['Shot for Shot': Downtown Orlando club to offer vaccine to 100 local hospitality workers \(wesh.com\)](#)

- There were speeding concerns around Jones High School, so I advocated for increased speed limit signs, mile marker signs along the Westmoreland Drive walking path, and updated school zone crossing signage around the school to heighten driver awareness.
- There are many traumatic events that take place in homes that distract youth from being able to focus at school and sometimes that lack of focus can land the youth in trouble. So with community partners, I have advocated for a Social and Emotional Learning curriculum for students who receive In School Suspension (I.S.S.) to provide them with coping mechanisms to make better choices to reduce the getting Out of School

Suspension (O.S.S.) or even worse, being expelled. I have also advocated the school board and City of Orlando to explore the Handle With Care program ([Handle with Care: Florida \(handlewithcarefl.org\)](http://HandlewithCare:Florida(handlewithcarefl.org))).

- With community partners, I was able to get bikes and helmets for over 20 youth in the community.
- Through stronger community collaboration, my neighborhood association has received neighborhood watch of the year twice in a row.

