

Application for Motor Common Carrier of Persons in Paratransit Service

THIS APPLICATION IS TO BE USED FOR COMMON CARRIER PASSENGER SERVICE WHEN PROVIDING TRANSPORTATION ON A NONEXCLUSIVE, ADVANCE RESERVATION BASIS.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

REWARD TRANSPORTATION SERVICES, LLC

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

N/A

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Vans" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Vans" or "J. Doe Vans" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** **NO** **Previous Authority?** **NO**

If YES, at PUC No. A- _____

4. **Are you a business entity registered with the PA Dept. of State?** **NO**
If NO, you must register (see checklist on how to register)

If YES, provide your PA Corporation Bureau Entity ID Number 0007344476
(See checklist and indicate type of business entity registered)

5. If either a corporation or limited liability company, please list members (LLC) or shareholders and officers (corporation).

KEON WARD - CEO

6. Mailing Address

1300 MACDADE BLVD SUITE 2-24
Street Address

FOLSOM PA 19033 DELAWARE
City, State and Zip Code County

267 294 8031 KEONWARD@REWARDTRANSPORT.ORG
Telephone Number E-mail Address

This is the e-mail address to which the Commission will send all official documents issued by the Commission until further notice.

7. Physical Address (If different than mailing address. Do not use a post office box.)

Street Address

N/A
City, State and Zip Code County

Telephone Number E-mail Address

The address entered here should reflect the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment. If left blank, it will be assumed that the **PHYSICAL ADDRESS** is the same as the **MAILING ADDRESS**

8. Attorney (if applicable)

N/A
Attorney's Name & Telephone Number for this Filing

Attorney's Address E-mail Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

9. Does applicant have a USDOT Number?

X No Yes, at No. _____

10. **Describe the service area proposed by this application.**
(Use the space below or attach additional sheet if space provided is not sufficient).
-

SEE ATTACHED EXHIBIT A

Examples:

- *To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Lancaster County to points in PA, and return.*
- *To transport people from the city and county of Philadelphia to correctional facilities in PA, and return.*
- *To transport people in wheelchair and stretcher vans from points in the city of Pittsburgh to points in Allegheny County, and return.*
- *To transport people between points in Northumberland County.*

11. **Certification:**

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

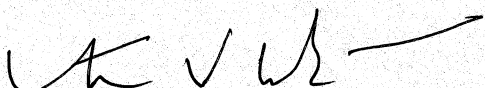
Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported gross Pennsylvania intrastate revenues; said assessment to help defray expenses incurred in regulating Motor Common Carriers of Persons in Paratransit Service; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

KEON WARD - CEO - REWARD TRANSPORTATION SERVICES, LLC
(Print Name)


(Signature)

12/28/22
(Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

REWARD TRANSPORTATION SERVICES, LLC

Legal Name of Applicant

N/A —

Trade Name, if any

1300 MACDADE BLVD - SUITE 2-24 - FOLSOM PA 19033

Street Address (principal place of business)

City or Municipality

State

Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

EXHIBIT B

2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

EXHIBIT B

3. Describe the applicant's business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant.

EXHIBIT C

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

EXHIBIT D

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
- a. Your hiring standards for drivers;
 - b. Your system for conducting criminal background checks;
 - c. Your driver training program;
 - d. Your system for conducting driver license checks;
 - e. Your policies regarding alcohol and drug use by your drivers.

EXHIBIT E

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

YEAR	MAKE	MODEL	SEATING CAPACITY*	VEHICLE ID #	MILEAGE
2013	CHRYSLER	TOWN/COUNTRY	7	2C4BC1CG8DR797153	100,000

*Vehicles with seating capacity of more than 15 passengers, including driver, can't be used in paratransit service.

7. Describe your vehicle safety program. Please include the following in your explanation:
- a. Your periodic vehicle maintenance plan
 - b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

EXHIBIT F

8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

EXHIBIT G

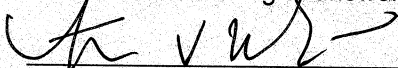
9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

____ YES NO

10. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



(Signature)

KEON WARD - CEO - REWARD TRANSPORTATION SERVICES, LLC

(Name and Title, printed or typed)

12/28/22

(Date)

SERVICES, LLC

Statement of Financial Position (Balance Sheet)

As of (date) 12/31/22
(Must be less than 6 months old)

ASSETS

Current Assets

Cash

\$80,000

Other Current Assets (specify)

\$200,000 - REAL ESTATE / PROPERTY

Total Current Assets

Tangible Assets

Motor Vehicle Equipment

1 VAN - \$20,000

Property (buildings, land, etc.)

Office Equipment

\$10,000

TOTAL ASSETS

2 PRINTERS, 4 MACS, 2 IPADS

LIABILITIES

Current Liabilities (Due within one year of date)

Loans

\$100,000 - LOC

Credit cards/revolving credit

\$50,000 - CC LIMIT

Other Liabilities (Attach schedule)

Total Current Liabilities

Long Term Liabilities (Due after one year of date)

Mortgage / RENT

\$950 / M - OFFICE SPACE

Long term commercial loan

Other Liabilities (Attach Schedule)

Total Long-Term Liabilities

TOTAL LIABILITIES



Application for Motor Common Carrier of Persons in Paratransit Service

Exhibit A: Describe the service area proposed by this application.

Reward Transportation Services will provide Non-Emergency Medical Transportation to the elderly and adults with disabilities whose personal convictions prevent them from owning or operating motor vehicles from points in Chester, Delaware, and Philadelphia counties in Pennsylvania, and return to those counties. Reward Transportation Services will allow these individuals to maintain their overall wellness and ties to their communities. Transportation services will be provided on an exclusive ride basis as part of personal assistance services offered and provided to patients by a direct care worker on behalf of a home care agency which is licensed by the Pennsylvania Department of Health.



VERIFIED STATEMENT OF APPLICANT

Exhibit B: Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Keon Ward, Chief Executive Officer for Reward Transportation Services LLC has completed the verified statement of applicant. Contact information is below:

Keon Ward, Chief Executive Officer - 100% owner

keonward@rewardtransport.org - 267-294-8031

Exhibit C: Describe the applicant's business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant.

Please see attached resume for Keon Ward, Chief Executive Officer of Reward Transportation Services, LLC. While Ward has never operated a transportation service, he does have 7+ years of operational experience in the skilled home health and non medical home care business. Ward's passion to provide reliable and safe transportation services to the elderly and adults with disabilities in addition to the years of healthcare experience that he possesses will allow Reward Transportation Services to be an efficient and reliable provider throughout Chester, Delaware and Philadelphia counties.



Exhibit D: Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

Reward Transportation Services is located at 1300 Macdade Blvd, Suite 2-24, Folsom, PA 19033. Vehicles will be parked at this location when not in company use and, Reward Transportation Services will have a dispatcher for transportation requests during business office hours of 8a-5p Monday - Friday. After hours dispatchers will be responsible from 5p-9a Monday - Friday and on weekends. Dispatchers will accept rides from contracted entities such as Modivcare, and local facilities via their dispatching software. With the assistance of Modivcare and other contracted entities, Reward Transportation dispatchers will enter the data into the system and drivers will each have a company tablet and smartphone in their vehicles to receive these requests. Dispatchers will be responsible for taking normal business calls and inquiries to mitigate drivers texting and driving. In the event of an emergency, a driver will be called and will pull over to accept a call from a dispatcher. Drivers will receive logistics information from dispatchers and be responsible for picking up the passengers and dropping them off at the appropriate addresses - drivers will be required to receive signatures at pick up and drop off to attest to successful completion of trips. All other required documents such as client contracts and passenger information will be housed on an encrypted Sharepoint site for employees of Reward Transportation Services. In the event that documents are required, the CEO will be the main point of contact and will provide documents to the PUC, Department of Health or other contracted entities.



Exhibit E: Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:

- a. Your hiring standards for drivers;**
- b. Your system for conducting criminal background checks;**
- c. Your driver training program;**
- d. Your system for conducting driver license checks;**
- e. Your policies regarding alcohol and drug use by your drivers.**

Reward Transportation Services will have (2) two drivers to cover the Chester, Delaware and Philadelphia county regions - we expect to hire a total of (2) two drivers per quarter if the ride demand supports the need of additional drivers.

a. Your hiring standards for drivers;

- Clear state criminal background
- FBI Check if the applicant has not lived in the state of PA for more than 2 years
- Medicare/Medicaid Fraud Check
- 2 Forms of ID
- Valid Driver's License + Insurance
- 2+ years of professional driving experience
- DMV - Department of Transportation Driving Record - Clear
- Completion of New Hire Orientation
- Completion of Policies and Procedures Competency Quiz following Orientation

b. Your system for conducting criminal background checks;

- During the application process, applicants will sign a criminal background acknowledgment and background checks will be run by the company through the PA State Police Portal.
- FBI Check if the applicant has not lived in the state of PA for more than 2 years
- Medicare/Medicaid Fraud Check

c. Your driver training program;

- Drivers will be required to complete one business day of a hybrid new hire orientation which will include a series of videos and scenario based learning as



well as field learning in the vehicle. After completion of the hybrid orientation drivers must successfully pass a competency quiz prior to being eligible to conduct trips in the field. Two days of shadowed driving is required prior to completing solo trips for Reward Transportation Services unless otherwise approved by the CEO.

d. Your system for conducting driver license checks;

- Reward Transportation Services will require applicants to submit a copy of their Driving Record from the PA Department of Transportation's Driver Record Online Portal and it will be checked monthly to maintain eligibility.

e. Your policies regarding alcohol and drug use by your drivers

- Reward Transportation Services, LLC strictly prohibits the use of alcohol and drugs during working hours and has a zero tolerance policy. In the event that a driver is involved with an incident or a complaint is reported against that driver, Reward Transportation Services has the right to investigate and require a drug test prior to returning as an active employee of Reward Transportation Services. The use of drugs and or alcohol during work hours or causing a work related incident is grounds for immediate termination.

7. Exhibit F: Describe your vehicle safety program. Please include the following in your explanation:

a. Your periodic vehicle maintenance plan

b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

a. Your periodic vehicle maintenance plan

- Reward Transportation Services, LLC will have each vehicle inspected by a contracted mechanic on quarterly basis – at minimum each vehicle will be serviced or reviewed for service at least four times annually which also covers the semi-annual requirement. This will ensure that the vehicles are in optimal condition for transporting passengers. In the event that a vehicle is experiencing mechanical issues or has cosmetic issues it will be serviced more frequently as needed. Additionally, vehicles will be in compliance with all insurances, registration, tags/titling, etc.



b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

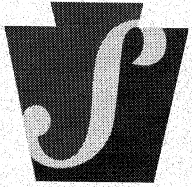
- Reward Transportation Services, LLC will have each vehicle inspected by a contracted mechanic on quarterly basis – at minimum each vehicle will be serviced or reviewed for service at least four times annually which also covers the semi-annual requirement. This will ensure that the vehicles are in optimal condition for transporting passengers. In the event that a vehicle is experiencing mechanical issues or has cosmetic issues it will be serviced more frequently as needed. Additionally, vehicles will be in compliance with all insurances, registration, tags/titling, etc.

8.Exhibit G: Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

- Reward Transportation Services currently holds a commercial auto insurance policy with Progressive for a company owned and operated vehicle and has a broker to increase policy limits and premiums once approved by the PUC. Policy documents attached for review.



005104621



COMMONWEALTH OF PENNSYLVANIA
Department of State
Bureau of Corporations and Charitable Organizations
 PO Box 8722
 Harrisburg, Pennsylvania 17105-8722
BUSINESS ORDER REQUEST FORM

Entity Details	
Entity Name	Reward Transportation Services LLC
Entity No.	0007344476
File Date	08/10/2021
Entity Type	Domestic Limited Liability Company
Entity Status	Active
Request Type	
Request Type	Subsistence Certificate

B0445-9039 11/18/2022 9:33 AM Received by Pennsylvania Department of State

KEON WARD

Ridley Park, Pennsylvania | ward.keon@gmail.com | 267-294-8031

PROFESSIONAL PROFILE

Detail oriented Director of Operations for a multi-state home health provider that assists the elderly and adults with disabilities remain independent in their communities. In this capacity, a few of my responsibilities include working directly with the VP of Business Development implementing marketing campaigns to drive client growth while proactively managing the day-to-day agency operations for three offices throughout Pennsylvania. I possess excellent leadership, written and oral communication skills, multitask with competence and ease and I am seeking an opportunity that will allow me to apply my experience in healthcare operations to contribute to the overall growth of an organization.

TECHNICAL PROFICIENCIES

- | | | |
|-----------------|--|--------------|
| ▶ Adobe Acrobat | ▶ Xero | ▶ HubSpot |
| ▶ Paylocity | ▶ Microsoft: Word, Excel, PowerPoint, Outlook, and Publisher, Sharepoint | ▶ HCSIS |
| ▶ Bill.com | ▶ HHAExchange | ▶ Salesforce |
| ▶ Kinnser ADL | | |

EXPERIENCE

HomeCentris Healthcare, LLC | Philadelphia, PA | January 2022 – Present

Pennsylvania - State Agency Director

- ▶ Manages three office locations throughout Pennsylvania – Bala Cynwyd, Harrisburg and York.
- ▶ Ensures that all agency operations are compliant and identifies improvements that would increase productivity and profitability statewide.
- ▶ Fosters ongoing relationships with referral sources and payors including Medicaid Managed Care Organizations (MCO's) to increase company visibility and client referrals.
- ▶ Reviews monthly financial reports, annual budgets and conducts forecasting with C-Level executives and Board of Directors to ensure financial viability of the current offices in Pennsylvania.
- ▶ Implements value based care initiatives and processes to ensure quality care outcomes to the clients served.
- ▶ Participates in mandated audits/surveys to maintain compliance with payors and The Department of Health.
- ▶ Oversees overall business development for each office and supervises Client Relationship Staff and Community Outreach Coordinators in respective regions to increase client census and satisfaction.

My Independence at Home, LLC | Philadelphia, PA | June 2021 – January 2022

Director, Operations

- ▶ Managed a team of Case Managers, Intake Coordinators, Schedulers, a Recruiter and a Community Liaison.
- ▶ Ensured that the agency remains in compliance with Managed Care Organizations (MCO's) and The Department of Human Health by creating and implementing policies and procedures and maintaining licensure updates as needed.
- ▶ Oversaw the agency operations, processes and infrastructure while identifying improvements that would increase profitability and productivity.
- ▶ Managed agency accreditation process with The Joint Commission
- ▶ Attends various conferences, state and local policy meetings and has membership with home and community-based organizations and coalitions to remain apprised of various changes with the MCO's and The Department.
- ▶ Managed and crafted various reports including but not limited to P&L statements and financial projections directly related to revenue and consumer census on a biweekly, monthly and annual basis to ensure that the agency remains profitable and maintains growth along with the CEO, CFO and CPA.
- ▶ Utilized Paylocity, Bill.com, Xero and various other platforms to track banking transactions, administrative and field staff payrolls, and reconciling transactions and billings from agency payers for accounting purposes.
- ▶ Oversaw all aspects of the agency's marketing strategies (print, radio, television, community development, etc.) and provides quarterly updates to the CEO that detail the niche of the campaigns, targeted consumers base, referral source development, marketing budgets, ROI and sample materials.
- ▶ Fostered ongoing relationships with referral sources [Local and state politicians, Independent/Assisted Living Facilities, Senior Centers, Support Coordination Agencies, and media outlets such as print, radio, and television] to maximize exposure of the agency's mission/vision to drive consumer growth.
- ▶ Crafted applications, reports, policies and procedures used to obtain awards/recognitions, home health care licensure, accreditations, grants, small business certifications/designations and other subsidies applicable to small businesses on behalf of the CEO. Conducts new employee interviews and onboardings as needed.

My Independence at Home, LLC | Philadelphia, PA | December 2019 – May 2021

Director, Business Development

- ▶ Managed a team of Case Managers, Intake Coordinators, Schedulers, a Recruiter and a Community Liaison.
- ▶ Ensured that the agency remains in compliance with Managed Care Organizations (MCO's) and The Department of Human Services (The Department) by creating policies and procedures and maintaining licensure updates as needed.
- ▶ Attended various conferences, state and local policy meetings and has membership with home and community-based organizations and coalitions to remain apprised of various changes with the MCO's and The Department .
- ▶ Presented marketing strategies to the CEO and CFO that detail the niche of the campaign, targeted consumers base, referral source development, marketing budgets, ROI and sample materials.
- ▶ Managed and reviewed various reports including but not limited to P&L statements and financial projections directly related to revenue and consumer census on a bi weekly, monthly and annual basis to ensure that the agency remains profitable and maintains growth along with the CEO, CFO and CPA.
- ▶ Fostered ongoing relationships with referral sources [Local and state politicians, Independent/Assisted Living Facilities, Senior Centers, Support Coordination Agencies, and media outlets such as print, radio, and television] to maximize exposure of the agency's mission/vision to drive consumer growth.
- ▶ Crafted and submitted applications, reports, policies and procedures used to obtain awards/recognitions, home health care licensure, accreditations, grants, small business certifications/designations and other subsidies applicable to small businesses on behalf of the CEO.
- ▶ Created and manages all marketing materials, media kits, social media platforms on a daily basis, i.e., Facebook, Instagram, LinkedIn, Twitter, YouTube and spearheaded company newsletter and employee rewards programs.
- ▶ Conducted new employee interviews and onboardings as needed.

My Independence at Home, LLC | Philadelphia, PA | April 2018 – December 2019

Business Development Coordinator

- ▶ Served as the point of contact between the CEO and sources internally and externally with highly confidential information while remaining compliant with HIPAA and other federal regulations to protect consumers, staff, and CEO
- ▶ Attended various conferences, state and local policy meetings and participating provider of various home and community-based organizations and coalitions to remain apprised of various changes in the programs and policies with OLTL.
- ▶ Crafted reports, policies and procedures to obtain home health care licensure, grants and other subsidies applicable to agencies in the state of Pennsylvania for final approval for CEO before submission.
- ▶ Fostered ongoing relationships with Independent/Assisted Living Facilities, Senior Centers, Support Coordination Agencies, and media outlets such as print, radio, and television to maximize exposure of the agency's mission to drive consumer growth.
- ▶ Created and manages all social media platforms on a daily basis, i.e., Facebook, Instagram, LinkedIn, Twitter, YouTube and spearheaded company newsletter that is distributed to consumers and field staff to promote fluid communication throughout the company

My Independence at Home, LLC | Philadelphia, PA | January 2017 – April 2018

Executive Assistant to the Founder and CEO

- ▶ Served as the point of contact between the CEO and sources internally and externally with highly confidential information while remaining compliant with HIPAA and other federal regulations to protect consumers, staff, and CEO
- ▶ Managed the CEO's calendar travel, business engagements, and company event coordination.
- ▶ Crafted reports, policies and procedures to obtain home health care licensure, grants and other subsidies applicable to agencies in the state of Pennsylvania for final approval for CEO before submission.
- ▶ Served as potential consumer liaison for the agency by screening, cold calling and maintaining relationships with leads brought in from the Director of Marketing. Informing the leads of the distinct policies and procedures that differentiate the agency from the other agencies in the area to drive consumer and employment growth.
- ▶ Presented marketing strategies to the CEO, COO, and Director of Marketing that detail the niche of the campaign, targeted consumers base, referral source development, marketing budgets and sample materials.
- ▶ Fostered ongoing relationships with Independent/Assisted Living Facilities, Senior Centers, Support Coordination Agencies, and media outlets such as print, radio, and television to maximize exposure of the agency's mission to drive consumer growth.
- ▶ Created and manages all social media platforms on a daily basis, i.e., Facebook, Instagram, LinkedIn, Twitter, YouTube and spearheaded company newsletter that is distributed to consumers and field staff to promote fluid communication throughout the company.

MasTec Advanced Technologies | Philadelphia, PA | October 2016 - January 2017

Business and Consumer Account Executive

- ▶ Performed device setup and troubleshooting for Android, iOS, Mac, and Windows operating systems to ensure proper configuration for Business and consumer accounts.
- ▶ Managed business and consumer accounts with the use of Airwatch and Salesforce and probed the consumer base to gauge customer satisfaction and update weekly net promoter scores for Sprint, PCS.

- ▶ Maintained company vehicle, daily schedules and progress notes for each account that was accessed that day to ensure proper communication with other channels of customer service and reduce churn for Sprint, PCS.

Police and Fire Federal Credit Union | Philadelphia, PA | May 2016 - October 2016

Branch Service Representative

- ▶ Provided superior service in branch and via telephone by identifying potential and current member accounts and cross-sold financial products and services that would best fit the member's financial situation.
 - ▶ Accurately opened, maintained and closed member accounts and products including auto loans, home equity products, and lines of credit while complying with all established quality control audit standards.
-

EDUCATION

Widener University | Chongqing Technology and Business University | Chongqing, China | 2015

- ▶ Study Abroad: History