

ROSEMARY THORNTON

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WORK EXPERIENCE

CareerSource of NE Florida, Jacksonville Florida – *Cultural Service Internship Coordinator/Job Coach June 2019 – July 2019*

- Duties included but were not limited to ; conducting site visits to assist in the organization needs assessment, providing assignment notifications to the employer and intern and providing parental support as necessary.

Cultural Council of Greater Jacksonville, Jacksonville, FL – *Cultural Service Internship Program Manager/Coordinator, Feb 2016– May 2019*

- Initiate and build partnerships with Cultural Service organizations to develop internship opportunities (provide employer support)
- Facilitate or make available any program employer training
- Provide intern Job Coach support, as needed, before and during the employment period
- Match Cultural Service organization and intern
- Provide information/link regarding program evaluation tools for both employer and intern
- Conduct intern and organization evaluations
- Duties also included but were not limited to ; conducting site visits to assist in the organization needs assessment, providing assignment notifications to the employer and intern and providing parental support as necessary.

Jacksonville Jaguars LLC, Jacksonville, FL - *Jaguars Champion, Apr2016–Present*

- Renewal and new Membership sales and promotion of Jaguars in the community.

Duval County Supervisor of Elections, Jacksonville, FL

SOE Call Center Representative/Help Desk Technical Support , Feb 2007–Mar 2016

- Navigate and use multiple computer applications simultaneously to respond to customer inquiries and needs.
- First level contact for basic and routine customer service inquiries and problems.
- Identify and escalate problems or inquiries as needed.
- Duties also included; answering phones, assisting Election Board members with issues and/or concerns, assisting staff with administrative and end of mandated election cycle tasks
- Navigate and monitor/use of multiple computer applications and hardware to respond to technical issues/concerns.

ACHIEVEMENTS & ORGANIZATION

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|---|----------------|------------------------|
| • Various USA and International Technology Boards | 1990 – 2003 | Member/Chair |
| • Faith-based adult/youth ministries | 1994 – 2018 | Member/Chair |
| • Neighborhood Watch | 1995 – 2018 | Block Captain |
| • Jacksonville Sheriff's Watch/SHADCO | 2007 – Present | Member |
| • Harborview Neighborhood Association | 2009 – Present | Member |
| • Renewed Community Initiatives | 2016 – Present | Board - Vice Chair |
| • COEA | 2017 – Present | Volunteer - Vice-Chair |

EDUCATION

- FAMU, Tallahassee, FL , *Completed 3 years*
- Hold certification in various office and Information technology batch/online software products

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