

# Shakela Bennett Wade

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## SUMMARY OF QUALIFICATIONS

Motivated Leasing Professional with a commendable work ethic and steadfast personal integrity excited to leverage my strong sales and customer service skills to maximize occupancy rates and minimize concessions, ultimately contributing to increased revenue and profitability for the company. I am particularly adept at identifying areas for improvement in concession strategies and implementing creative solutions that attract and retain residents while reducing unnecessary costs. I have the innate ability to connect with diverse groups of people leading with compassion and a transparent dedication to providing positive housing solutions.

## SKILLS

- Shelter Coordination
- Emergency Housing Voucher Coordinator
- Shelter Advocacy
- Case Management
- Shelter Assessments
- Housing Referrals
- Administrative
- Business Grammar
- Customer Service
- Conflict Resolution
- Trauma Informed Care
- Strength Based counseling
- De-Escalation Training
- CPR/First Aid
- Narcan/Harm Reduction
- Creative
- Reliable
- Productive
- Quality Work Ethic
- Resolution Driven
- HMIS System
- Microsoft Word
- Microsoft Outlook
- Microsoft Power Point
- Microsoft Teams
- Zoom

## PROFESSIONAL EXPERIENCE

### Avila Residence

Home Care Provider

Sacramento, CA

2022-2024

- Demonstrated patience and empathy when caring for elderly dementia client.
- Negotiated, repaired, maintained, and replaced house equipment using various tools.
- Scheduled and transported to all medical, school and health-related appointments.
- Assisted and advised in planning nutritious meals, purchased and prepared foods.
- Promptly administered medication and first-aid when necessary per doctors' orders.
- Coordinated family obligations to maintain organization and stability.
- Provided tension management strategies to meet psychological and emotional needs.
- Managed, implemented and coordinated multiple activities and schedules.

### Catholic Charities SF

Emergency Housing Voucher Coordinator (Second promotion)

San Francisco, CA

2022 – 2022

- Maintained a calendar of outreach activities, including community events, workshops, and other communication opportunities.
- Coordinated and participated in outreach activities with the Coordinated Entry System and government agencies.
- Developed relationships with federal, state, and local agencies that served as referral resources for clients.
- Assisted in completion of housing applications and accompanied individuals to housing appointments when needed.
- Input, maintained, and tracked program participant information and housing statuses in digital databases, including but not limited to HMIS.

- Monitored program participant progress and oversaw adherence to program requirements.

Shelter-in-Place Hotel Coordinator (First promotion)

2020 –2022

- Supervised and ensured the safety of residents.
- Conducted shelter intakes, interviewed and successfully communicated with residents.
- Consistently provided case management resource services.
- Accurately ordered shelter supplies in a timely, cost-effective manner.
- Assisted with mediation, family reunification or relocation assistance.
- Prioritized obligations to maintain organization and stability.
- Developed and implemented new strategies in collaboration with other agencies; Department of Homelessness and Supportive Housing (HSH), Housing and urban Development (HUD), Human Service Agency (HSA), Housing Choice Voucher (HCV).
- Established, maintained and enhanced cooperative relationships with local service providers and community-based organizations.
- Volunteered, assisted, and coordinated homeless outreach and engagement efforts to aid the homeless population.

Housing Problem Solver/ Outreach Specialist (Started as)

2017 – 2020

- Maintained a client caseload of 30-50 clients experiencing homelessness.
- Screened and assessed clients experiencing homelessness using standardized tools, prioritization, and referral protocols.
- Used a collaborative, client-centered, and trauma-informed approach, support clients in avoiding entry to shelter by identifying creative solutions to exiting homelessness.
- Analyzed information, problems, situations, and procedures in order to define any barriers to a Problem-Solving resolution and successfully addressed them.
- Developed housing plans
- Properly allocated flexible financial funds to cover costs associated with housing resolutions.
- Processed Permanent Supportive Housing and Rapid Rehousing referrals with the appropriate agency.

## EDUCATION

IREM Sacramento Valley Foundation - Real Estate Networking,  
Education, & Work (RENEW) Program - 2024. Sacramento, CA.

Women's Empowerment- 2024 Sacramento, CA.  
Job Training Program  
INTEL Computer Literacy- Microsoft Suite

Consumnes River College- 2002-2005 Sacramento, CA.  
Associate of Arts in Sociology

Institute of Technology 1999 Sacramento, CA.  
Human Resource Administration  
Certificate of Achievement