

## Andrea McDowell JohnBaptiste

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### PROFESSIONAL PROFILE

A capable executive with a record of successfully developing agencies and/or departments through the development and implementation of solid strategic plans. An experienced systems thinker with proven ability to innovate, manage and market organizations at the local, regional and statewide levels. A creative problem solver, with knowledge of sound human resource principles who demonstrates the ability to recruit, train and improve morale. A resourceful and ambitious go-getter and team player, able to drive agency/departmental growth through grant-writing, capital campaign management, and fundraising. An honest, reliable, intuitive and visionary leader with strong written and verbal communications competencies, with a record of pioneering local initiatives.

- **Management-** Hands-on motivator with highly developed negotiation skills and experience cultivating strategic business alliances. Solid background in operations management, fiscal administration, human resource development, volunteer coordination, quality assurance, strategic planning. Particularly familiar with leadership systems within the public sector.
- **Marketing-** Proven ability to assess and capitalize on industry trends and assume responsibility for strategic planning, market research and forecasting. Broad knowledge of marketing disciplines, including research, telemarketing, promotional planning, event planning, website design and advertising.
- **Team Building-** Decisive team leader with extensive experience recruiting and hiring direct care workers, volunteers and professional and executive personnel. Competent in developing talent and creating and maintaining effective teams through innovative training programs and state of the art implementation of curriculum.
- **Communication-** Persuasive and enthusiastic communicator with well-developed verbal, written, and electronic presentation skills. Able to develop and maintain productive and supportive relationships with colleagues, consumers, community members, staff of all levels, and other stakeholders.
- **Service Implementation-** Proven ability to assist individuals of varying circumstances and backgrounds through implementation of successful and recognized health, educational, civic, recreational, and residential and community based programs. Extremely knowledgeable of community based resources and ways in which to access them.

### SELECTED HIGHLIGHTS OF PROFESSIONAL EXPERIENCES:

- Knowledge of various populations, including but not limited to developmental disability, brain injury, maternal health and juvenile delinquency.
- Abreast of local, national and global trends in social and educational service systems affecting male youth, teen girls, childbearing women and individuals with disabilities
- Developed, implemented and expanded Broward County's first publicly funded maternal health program for labor-support services. Increased program revenue by fifty-three percent (53%) within eighteen months.
- Developed Broward County's first electronic community resource guide for accessing and updating HIV/AIDS services.
- Planned, coordinated and hosted the highest attended consumer outreach event hosted by the public sector for people living with HIV/AIDS, with over 120 people living with HIV/AIDS in attendance.
- Author of Florida's first Employment Resource Booklet for individuals who have sustained traumatic brain injuries: "People Helping People-A Survivor's Guide for Employment."
- Assisted in the development and start-up of six (6) of Florida's statewide Brain Injury Family Support Centers within the states' network comprising of eight (8) Centers.
- Planned, coordinated and hosted Broward County's first employment training conference for people with disabilities.
- Planned, coordinated and facilitated monthly employment skill building and networking workshops for people with disabilities; this served as a pilot and model which has been reproduced statewide.
- Received eight (8) gold seals of excellence within one academic year for superior childcare services and facilities
- Changed a \$200,000 child care program deficit into a \$103,000 surplus within eighteen months
- Developed and introduced Broward County's first male residential program for juvenile competency restoration.
- Received the highest evaluations for Consultative services provided through the Teaching Family Model for two consecutive years.
- Re-energized and developed multi-staffed male residential programs, at risk of being shut down through the use of innovative change management, human resource development and stake holder infusion.





**CIVIC AND COMMUNITY AFFILIATIONS:**

**Girl Scouts of Broward County:** Leader-Troop 496

**March of Dimes:** Member- Program Services Committee

**Children's Services Trust:** Volunteer- Grant Reviewer

**YMCA Broward County:** Volunteer - Annual Capital Campaigns and Community Events

**Living Word Fellowship Church:** Member

**DONA International:** Member

**Lamaze International:** Member

**RTS Bereavement:** Member

**ABI Startime, Inc.:** Volunteer and Former Miss Jamaica Florida

**Creative Bright Beginnings:** Former PTA President, ongoing volunteer and public speaker

*References available upon request.*