

JEAN E COOKSEY, MS

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ORGANIZATIONAL MANAGEMENT, CRM, EVENTS, LIGHT BOOKKEEPING (Beth Samuel Jewish Center, Ambridge, PA) (Apr 2022-Present)

- Weekly Enews, website calendar, CRM platform updates
- Customer service via phone and email
- Transitioned the organization to online payments, Zelle and QR codes
- Donations & dues processing; accounts receivable, light banking and Quickbooks
- Events coordination and oversight as needed
- Facilities management
- Security system & armed guard coordination

MARKETING, OUTREACH & OFFICE MANAGEMENT (Christ Lutheran Church, Las Vegas, NV) (Jan 2020-Aug 2021; relocated to Pittsburgh)

- Rebuilt church website during the lockdown
- Established the church's presence on Facebook and Instagram with original content, Facebook ads
- Managed all volunteers (food pantry, home visits, phone calls, birthday/anniversary card program)
- Participated in weekly prayer meetings, managed list twice weekly
- Reorganized office during lockdown, renegotiated contracts
- Handled payroll and HR for church and childcare center
- Created and ran a very popular bible study based on a viral Christian streaming series
- Care Ministries Director (Same, Nov 2011-Dec 2015 & Feb 2019-Jan 2020) – SEE BELOW

CNA and Related Positions (2011-2020)

PCA (Good Samaritan PCA, Las Vegas, NV) (Oct 2019-Jan 2020)

- Personal care for bed-bound male adult
- Grooming, bathing, dressing, hygiene
- Turning, off-loading pressure areas, observation of skin areas of concern
- Transfer via manual and motorized lifts and slings to/from toilet chair and wheelchair

Certified Nurse Assistant (Wilshire on 4th, Lubbock, TX) (Nov 2018-Feb 2019)

- Night shift, assisted living house and Memory Care house
- Rounds, patient care, and bed checks throughout the night
- Report all observed changes in patient behavior and health to med aide/nurse on call
- Talk to patients who are unable to sleep
- Cleaning and laundry as required

Community Hospice of Texas Hospice Volunteer (Fort Worth, TX) (approx. 2017-2018)

- Extended weekly assignments with pediatric patient (long-term art project)
- Respite care and support for family and caregivers
- Dementia/Alzheimer's visits in a memory-care facility: Reading aloud, picture books, gentle conversation
- Communal meal visits in a memory-care facility
- Home visits with alert, sleeping, and challenging patients
- Written reports following each visit with each client

Caring Ministries Director (Christ Lutheran Church, Las Vegas, NV) (Nov 2011-Dec 2015 & Feb 2019-Jan 2020)

- Outreach to the home-bound or members in hospital, rehab, or hospice
- Medical advocacy or social work-type assistance; mention legal issues if appropriate
- Transportation, monitoring and other pastoral care
- Personal – also daily caregiving (2005-2015) – ADL, medication, dialysis technician, Parkinson's, nutrition

Marketing & Writing Experience, 1989-2005 (see jeancooksey.com)

- Marketing and advertising – Carnegie Science Center, small business
- Government marketing and publications – Office of the Mayor (New York), Solano Workforce Investment Board (CA)
- Journalist (weekly, daily, b2b) – Pittsburgh newspaper, New York City newspaper
- Technical book editing

TECHNOLOGY

- Microsoft Outlook, Word, Excel, Publisher, PowerPoint
- Google docs & sheets
- Meetings & Livestream: Zoom, Switcher Studio, Facebook Live
- Canva, Adobe Express
- Mailchimp, Constant Contact
- Squarespace, other web platforms
- Donation/CRM platforms: ShalomCloud, ChurchTrac, Vanco, ServantKeeper
- Online payments: ShalomCloud, Gulf Management Systems, AccessMyIQ, Vanco
- Security: Alarm.com, Bluepoint, some all-hazards training

EDUCATION

- Bachelor of Arts in Professional Writing and Literary & Cultural Studies, Carnegie Mellon University
- Master of Science in Journalism, Columbia University
- High School Diploma, Stamford CT