



Kennedy Dixon

Real Estate | Healthcare | Education

23731 Ruby Bramble Trail, Houston, USA, 77493

(985)-445-8672

Kalexisdixon@yahoo.com

CEO with extensive expertise in strategic marketing and operational management, demonstrating over a decade of driving growth and profitability. Proficient in AutoCAD, project management, and digital marketing, with a commitment to enhancing guest satisfaction and operational efficiency. Passionate about leveraging innovative strategies to expand market reach and foster holistic development in educational settings.

Employment history

Teacher, Elyson Academy, May 2020 - Present

Katy, Texas

- Guide students' growth using creative curriculum integration.
- Enhance family engagement through effective communication.
- Support compliance and safety to maintain educational standards.
- Contribute to school growth via social media and event planning.
- Adapt to diverse tasks ensuring smooth school operations.
- Cultivate student growth through personalized learning, integrating diverse experiences into curriculum for holistic development
- Foster strong family partnerships via proactive communication, ensuring parents feel valued and engaged in their child's educational journey

Program Manager, RAS, 2023 - 2024

- Lead educator team to deliver engaging educational programs, ensuring high satisfaction levels.
- Cultivate strong relationships with stakeholders to enhance child care quality and satisfaction.
- Implement curriculum and activities that balance academics and fitness for child development.
- Ensure staff compliance with policies, maintaining a safe and well-managed environment.
- Regularly report to Area Manager on program performance, driving continuous improvement.

Front Office Director, Hilton St. Charles, Mar 2022 - 2023

New Orleans

- Maintaining communication with general manager, engineering and housekeeping departments to ensure the highest level of guest service.
- Collaborate with Sales on group reservations and events.
- Run reports and balance in house reservations.
- Booking reservations for guests at local restaurants, entertainment venues or other local attractions, arranging taxi or shuttle services and offering recommendations when asked. Orchestrated seamless communication between departments, ensuring top-tier guest service and efficient operations in a high-end hospitality environment.

CEO, ZKD Enterprises LLC, Feb 2022 - Present

- Develops strategic marketing plans driving measurable growth and profitability.
- Manages financial records, ensuring accurate budgeting and cash flow analysis.
- Enhances guest satisfaction by promptly addressing inquiries and needs.
- Oversees cleaning and supply logistics to maintain operational efficiency.
- Spearhead strategic marketing initiatives across business units, driving brand growth and market penetration while overseeing financial operations and guest relations.

Employment history

Document Review Specialist, Cobra Legal Solutions, 2021 - 2022

Remote

- Reviewed legal documents for case relevance and confidentiality, ensuring 30 per hour accuracy.
- Identified and classified documents as attorney-client or work product, maintaining confidentiality.
- Collaborated with legal teams to verify document classifications, enhancing case preparation.
- Utilized analytical skills to assess document relevance, contributing to case strategy.
- Conducted comprehensive legal document reviews, ensuring accuracy and compliance with regulations. Identified key issues and patterns, contributing to case strategy development.
- Meticulously analyzed complex legal documents, flagging critical information and potential risks. Maintained high attention to detail in fast-paced environment.

Business Development Officer/Loan Specialist, Complete Compliance (SBA Contract), May 2020 - Feb 2022

- Provide loan status information to inbound callers requesting information regarding disbursement approval.
- Review and submit loan documents and related materials for clients.
- Verify caller information for privacy purposes.
- Communicate status updates on company databases.
- • Annual production of over \$10 million in government-guaranteed SBA 7(A) loans. Managed \$10M+ in SBA 7(A) loans annually, streamlining document review and submission processes for efficient client service and loan approval.
- Ensured data privacy by meticulously verifying caller information, maintaining strict confidentiality protocols for sensitive loan status inquiries.
- Coordinated with internal teams to provide timely status updates, enhancing communication flow and improving overall client satisfaction.
- Offered clear, concise information to inbound callers, addressing concerns about loan disbursement and approval processes effectively.

Employment history

Medical Receptionist, Ascension Depaul Services , Sep 2018 - May 2020

New Orleans

- Responsible for the cleanliness of the patient waiting area.
- Responsible for maintaining a professional appearance of patient access working area.
- Works with patients to schedule new appointments and follow up appointments.
- Contacts no show appointments to reschedule.
- Works with patients to complete a registration packet and data entry into patient electronic health record. This includes, but is not limited, to adding and updating patients' records, change in demographics, insurance information and financial status.
- Enter patient's arrival and check patients into the health center.
- Verify all patients' insurance at the time of service and ensures all patients are educated on the patient portal.
- Works with patients to sign up for the patient portal.
- Receive and route all incoming telephone calls; making and verifying appointments as required.
- Responsible for the maintenance patient medical records
- Makes the appropriate request for medical reports from referring facilities as required and forwards to the medical records department.
- Responsible for working with patient population to collect required payment for services.
- Makes the appropriate referrals to the financial counselor as needed.
- Accepts supervision, feedback and continuing education programs as requested by the supervisor. Supports policies, procedures and supervisory decisions within the Health Center.
- Utilizes established channels of communication and proper lines of authority for problem solving and communication.
- Participates in all required training as designated by the supervisor.
- Applies the Vision and Mission of the DCHC and Ascension Health.
- Performs any and all duties deemed necessary as requested by the supervisor.

GIS Analyst , Housing Authority of New Orleans, Jun 2015 - Sep 2018

- Updated callers on contract status, enhancing communication efficiency.
- Managed ArcGIS and CAD databases, improving data accuracy.
- Led compliance visits, ensuring adherence to regulations.
- Managed GIS databases, ensuring accuracy and accessibility of spatial data for informed decision-making in urban housing projects.
- Streamlined communication processes for RFP updates, enhancing transparency and efficiency in contract management procedures.

Front Office Representative, Liberty House, Sep 2014 - Jun 2015

New Orleans

- Managed inbound calls for housing services, enhancing applicant satisfaction and process efficiency.
- Strengthened donor relationships, expanding network and boosting community involvement in initiatives.
- Assisted in strategic fundraising, achieving significant donation growth and program support expansion.

Fundraising & Outreach Coordinator, Crescent City WIC, Jun 2013 - Sep 2014

- Monitored fundraising activities, achieving measurable progress toward goals.
- Managed donor database and financial records, enhancing data accuracy.
- Assisted in grant research and submissions, contributing to funding success.
- Organized monthly meetings with stakeholders, fostering collaborative relationships.
- Spearheaded fund development initiatives, managing donor relations and grant proposals to exceed fundraising targets and drive organizational growth
- Maintained meticulous donor database, tracking pledges, sponsorships, and donations to ensure accurate financial reporting and budgeting
- Facilitated monthly meetings with board members, donors, and funders, fostering strong relationships and aligning stakeholders with organizational goals

Employment history

**Registrar's Office,
Southern University at
New Orleans, Jun 2012 -
Sep 2013**

- Handled inbound calls, enhancing test service coordination for students.
- Managed social media, boosting department engagement.
- Guided students in scheduling and activities, improving academic involvement.
- Participated in weekly meetings, fostering team collaboration.

Education

**Lone Star College System,
2023 - Present**

Biology

Knowledge on human anatomy, chemistry, and biology. Ultra-sonography and Physician Assistant Program.

**University of New Orleans,
May 2020**

Urban Planning and Regional Studies

Gained insight on transportation, neighborhood, public infrastructure systems. Acquired experience on ArcGIS and R-Coding Computer Software.

**University of Louisiana at
Lafayette, 2016 - May 2018**

Architecture

Acquired skills on design, incorporating elements, and developing sustainable infrastructure.

Skills

ArcGIS

R-Coding

Jira

AutoCAD

Project Management

Salesforce

Google Docs

Grant Writing

Digital Marketing

Emergency Management

HubSpot

Medical Terminology

Oracle

Microsoft Excel

Social Media Management

Customer Service

Guest Relations

Market Research

Urban Planning

Sustainability

Infrastructure Design

Environmental Impact

Conflict Resolution

References

Pharissa Robinson

lawofficeofpharissarobinson@gmail.com, (504) - 920 - 3621

Colette Bossart

RAS

colettebossart@gmail.com, 8327268850

Mary Schulteis

(504) - 451 - 0414

Courses

Medical Terminology, 2024 - 2025

Rice University

Languages

English

French

Spanish

Links

[Linked In Profile](#)