

## **TAYLOR LEE**

### **Coordinator**

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## **PROFESSIONAL SUMMARY**

Detail-oriented and results-driven Project Manager with a strong foundation in coordinating cross-functional teams, optimizing workflows, and driving project success. Experienced in stakeholder collaboration, resource allocation, and data-driven decision-making. Having a proven track record of delivering innovative programs and initiatives in public, private, and non-profit sectors.

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## **PROFESSIONAL EXPERIENCE**

### **Coordinator**

**Governor Carney's Office** | Dover, DE

- Collaborated with policy advisors to conduct research and analysis for legislative initiatives.
- Led data-driven team presentations to identify areas for systemic policy improvements, especially in education and juvenile programs.
- Streamlined processes for the Board of Commissions Department to enhance service delivery outcomes.

**Key Achievement:** Facilitated critical research and created data reports to report to the education department.

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### **Program Coordinator**

**Boys and Girls Club of America** | Baltimore, MD

- Directed educational programs across STEM, arts, and social-emotional learning, achieving a 95% retention rate in member participation.
- Spearheaded collaborations with stakeholders such as DOLE and the Baltimore Ravens to execute engaging youth programs.
- Collaborated and produced with WBAL to produce recognition of the Boys and Girls Club's accomplishments.

- Designed and launched a mentorship program to support personal and academic growth for club members.

**Key Achievement:** Established innovative, cross-functional partnerships that enhanced program engagement and delivery.

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### **Case Manager**

**Total Care Services Inc.** | Lanham, MD

- Partnered with the Maryland Department of Health to oversee individualized service plans for clients, meeting and exceeding quality benchmarks.
- Coordinated cross-functional meetings with stakeholders to ensure compliance with service delivery standards.
- Delivered quarterly reports with over 90% accuracy and compliance, reflecting meticulous data management.
- Conducted client needs assessments to drive tailored solutions and positive outcomes.

**Key Achievement:** Maintained outstanding service metrics during employee quality assurance reports meetings.

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### **Recruiter (Temporary)**

**Total Care Services Inc.** | Lanham, MD

- Sourced, screened, and interviewed candidates.
- Coordinated and managed the recruitment process.
- Worked with HR to handle onboarding and retention strategies.

**Key Achievement:** Was recognized as a strong case manager in sourcing future case managers who would excel in the company. Learned knowledge of recruitment software, and understanding of HR processes.

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### **Medicaid Eligibility Case Manager**

**Total Care Services Inc.** | Lanham, MD

- Designed and implemented a tracking system to monitor Medicaid eligibility timelines, ensuring timely updates and compliance with regulatory requirements.

**Key Achievement:** Developed an innovative eligibility tracking form that improved efficiency and reduced delays in Medicaid approvals.

Continued to keep clients Medicaid active and helped clients to reactivate Medicaid, which resulted in the company's good standing of program funding.

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## **EDUCATION**

### **Master of Public Administration**

Delaware State University | Dover, DE

GPA: 3.57

### **Bachelor of Criminal Justice**

Delaware State University | Dover, DE

GPA: 3.34

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## **CERTIFICATIONS**

- Certified Associate in Project Management (CAPM)- In Progress
  - Google Project Management Certification
  - Introduction to Philosophy Certification (Coursera)
  - Implicit Bias Training Certification
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## **SKILLS**

- Stakeholder Management
- Data Analysis and Reporting
- Budgeting
- Recruiting
- Leadership and Team Coordination
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Time Management and Problem-Solving

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## FREELANCE PROJECT WORK

*Toy Drive Organizer*

*December 2022 – Present*

*Hybrid*

- Led and coordinated an annual community holiday toy drive, managing all aspects from concept to execution, ensuring smooth operation and timely completion.
- Developed a project plan including timelines, budget, resource allocation, and risk management to meet organizational goals.
- Secured donations from local businesses and individuals, exceeding fundraising goals by 25%, collecting over 100 toys for underserved children.
- Communicated with community partners and social media to raise awareness and increase participation in the drive.

## Freelance Project Manager – Podcast Production

*December 2024 – Present*

*Remote / Location-based*

- **Coordinated Cross-functional Teams:** Led the project timeline for podcast episodes, ensuring that content production, audio editing, and marketing efforts were aligned and completed on schedule.
- **Client Liaison:** Worked closely with podcast hosts to understand their vision, providing actionable strategies and feedback to ensure the content met both creative and technical standards.
- **Content Planning and Scheduling:** Developed and maintained a comprehensive content calendar for the next year, ensuring episodes were recorded, edited, and published according to a consistent release schedule.
- **Risk Management:** Identified potential project risks (e.g., delays, technical issues) and proactively developed contingency plans to mitigate impacts on project timelines.
- **Analytics and Reporting:** Tracked podcast performance metrics (downloads, audience engagement, etc.) and provided regular reports with insights to improve future production processes and marketing strategies.

## ACTIVITIES:

- Self-Published Children's Book Author

