

# Tamaya Upchurch

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## Summary

Dedicated and detail-oriented leader with experience in customer service delivery and team management. Skilled in process improvement, conflict resolution, and cross-functional collaboration to enhance customer trust and streamline operations. Proven ability to lead high-performing teams, deliver empathetic and effective customer solutions, and drive operational excellence in fast-paced environments.

## Experience

### Program Coordinator,

January 2023-Present

Leadership Institute, Kean University, Union NJ

- Directed leadership programming for students, facilitating advanced-level courses and coordinating large-scale events impacting over 200 participants.
- Supervised and motivated a team of six, ensuring alignment with performance metrics and organizational goals.
- Collaborated with university departments to address and resolve escalated issues, demonstrating exceptional problem-solving and service skills.

### Substitute Teacher

November 2023-Present

Hillside Public Schools, Hillside, NJ

- Facilitate classroom operations, ensuring adherence to established curriculum and guidelines.
- Adapt quickly to new environments, demonstrating flexibility and strong organizational skills.
- Communicate effectively with students, staff, and parents to foster a positive learning experience.

### Summer Live-In Residential Coordinator,

June 2023- August 2024

Bridge to Success, Kean University, Union, NJ

- Oversaw operations for a summer program supporting incoming freshmen, including supervising six residential counselors and ensuring a seamless on-campus experience.
- Designed and delivered workshops on emotional intelligence and academic readiness, enhancing student preparedness for college success.
- Improved program efficiency through process optimization, achieving a 15% increase in participant satisfaction.

### Information Desk Specialist Manager

August 2021-December 2022

Miron Student Center, Kean University, Union, NJ

- Supervised a team of frontline staff in providing high-quality support to students and visitors, ensuring prompt and accurate information dissemination.
- Monitored team performance against key metrics, implementing corrective actions and training as needed.
- Streamlined internal processes to reduce response times and enhance service delivery.

## Education

### Kean University, Union NJ

December 2024

Master of Public Administration (MPA)

### Kean University, Union NJ

January 2023

Bachelor of Arts in Criminal Justice

## Skills

- Leadership and Team Management
- Process Improvement and Risk Mitigation
- Customer Advocacy and Empathy
- Cross-Functional Collaboration
- Data Analysis and Reporting
- Exceptional Written and Verbal Communication
- Resiliency and Problem Solving