

Application Form

Profile

Felicity Swanson  
First Name Last Name

dazzlemeproductionsllc@gmail.com  
Email Address

3601 NW 5 Place  
Home Address

Lauderhill FL 33311  
City State Postal Code

Home: (954) 701-8867  
Primary Phone Alternate Phone

Which Boards would you like to apply for?

Community and Budget Advisory Board: Submitted

Are you a Lauderhill resident?

☒ Yes ☐ No

How long have you been a Lauderhill resident?

March 2, 2005

Are you a registered voter in Broward County?

☒ Yes ☐ No

Do you have a contract or do business with the city?

☐ Yes ☒ No

Interests & Experiences

Have you served on a City board before?

☒ Yes ☐ No

If yes, which board? How many years?

Budget Advisory Board

Upload a Resume

Board Specific Questions

Question applies to Community and Budget Advisory Board

Select Zone of Residency \*

☒ Zone 7

Demographics

Ethnicity \*

☒ African American

Gender \*

☒ Female

10/08/1972

Date of Birth

# FELICITY SWANSON

flswanson72@yahoo.com

954-701-8867

Lauderhill, FL 33311

## SUMMARY

Business Office Professional with strong leadership qualities and focus on achieving program goals. Oversaw internal administrative activities through program planning, guidance and leadership. Expert at coordinating program logistics and tasks. Highly motivated and organized with vision and enthusiasm to achieve program goals and objectives. Versatile management team player who thrives in situations of change. Expert manager, with more than 10 years leading teams as part of management teams. Management experience in the area of operations, delivering complex projects to schedule and defined budget. Talented manager who is able to motivate teams to meet challenging KPIs.

## SKILLS

- Critical thinking
- Time management
- Planning
- Friendly, positive attitude
- Communication
- Spreadsheet development
- Billing and invoicing
- Team collaboration
- Database entry
- Clerical
- Detail oriented
- Innovative
- Energetic
- Professional

## EXPERIENCE

### **COVID TESTER AND TEAM MANAGER | 2/2021- 3/2022** **Screen and Confirm - Rockledge, FL**

- Customer Service Face-to-Face and over the phone.
- Supervising day to day operations of the team.
- Overseeing work staff for site locations and scheduling.
- Processing of Patient Records.
- HIPPA Compliance Maintenance.
- Special Projects.
- Meeting and Appointment Scheduling.
- Assisting with self administration

### **BUSINESS OFFICE ASSISTANT | 10/2015 to 08/2019** **Entercom - Miami, FL**

- Accounts Payable – Management of outgoing payments and coding duties.
- Accounts Receivable – Processing of Client Cash/Check and Credit Card Payments.

- Monthly and Year End Reconciliation.
- Billing/Invoicing.
- Trade – Maintain Agreements.
- Corporate Aging Reporting.
- Clerical and Data Entry.
- Manual Check Processing.
- Prepared written memos for staff distribution.
- Front Desk Reception and Customer Service Management.
- Counted and reconciled petty cash log to support accounting department.
- Operated scanning equipment to scan records and verified accurate indexing and quality of scanned documents.

**STUDENT SERVICES MANAGER** | 03/2010 to 11/2013

**Kaplan University - Fort Lauderdale, Florida**

- Supervised a team of ten (10) members.
- Interdepartmental Process Coordinator
- Inbound / Outbound Call Specialist
- Account Auditing
- Payment Processing
- Special Projects
- Student Relations Problem Solving

**FINANCIAL AID OFFICER** | 03/2010 to 11/2013

**Kaplan University - Fort Lauderdale, FL**

- Student Finance Servicing.
- Inbound Call Taking.
- Calculation of Federal Financial Aid.
- Packaging Accounts.
- Student Ticketing Request.
- Special Projects.

EDUCATION AND  
TRAINING

**Kaplan University Studied  
Completed 20 Credits**

Business

REFERENCES

Phillip Hodor II / 954-559-2559 (HOA Executive Board) Cassandra Goodgame / 754-273-0924 (Business Partner) LaKesha Frye / 954-868-2817 (Previous Manager) Shacaria Ruffin / 585-709-5733 (Tax Client)

CERTIFICATIONS

- Licensed Florida Realtor – 2022
- TWIC -- 2020
- Notary Public – 2018
- Authorized IRS e-file Provider – 2018