

AMY LYNNE HOLODAK

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EDUCATION

City University of New York- Hunter College
M.S. in Urban Policy & Leadership - New York, NY

Graduated in May 2017
Summa Cum Laude, 3.9 GPA

Western Washington University
B.A. in Human Services - Bellingham, WA

Graduated in December 2008

PROFESSIONAL EXPERIENCE

East Harlem Community Board 11
Constituent Services Intern – New York, NY

June 2016 to August 2016

- Completed 120-hour paid internship and independent study
- Responded to and helped resolve constituent concerns related to public transportation, health and safety, housing access, and social services coordination
- Conducted qualitative primary and secondary research regarding East Harlem Neighborhood Plan
- Provided recommendations for successful plan implementation

Big Brothers Big Sisters of New York City
Program Manager - New York, NY

October 2014 to June 2016

- Supervised a caseload of 50 matches by providing on-going support, counseling, advocacy, referrals, and case management services while monitoring for child safety
- Interviewed potential parents and youth, wrote clinical assessments using a psychosocial framework, and determined mentoring program eligibility
- Facilitated quarterly self-esteem & diversity workshops for pre-teens from underserved Brooklyn communities
- Served on Client Recruitment Committee, establishing school and CBO partnerships to increase female referrals
- Completed ten week Mentoring Supervisor Certification course

Community Service Society of New York
Program Manager & Volunteer Coordinator - New York, NY

March 2014 to September 2014

- Managed an intergenerational tutoring program, supervising 11 senior volunteers and 45 public school students
- Prepared daily individualized lesson plans and documented student growth in Salesforce
- Conducted monthly volunteer training sessions and special classroom activities
- Acted as a liaison between school staff, volunteers, and the agency

MESF LLC
Executive Assistant & Sales Specialist - New York, NY

May 2012 to February 2014

- Managed order fulfillment between top New York apparel companies and international textile suppliers
- Introduced initiative reconnecting with business leads, returning a 30% increase in sales in 2013
- Implemented QuickBooks solution, organizing and managed company's bookkeeping

Big Brothers Big Sisters of Puget Sound
Enrollment & Match Specialist - Seattle, WA

December 2010 to April 2012

- Facilitated enrollment, registration, and orientation of prospective participants in mentoring program
- Conducted thorough home and office interviews of potential candidates, evaluating applications and processing final evaluations through clinical written assessments
- Exceeded agency match retention standards in pairing 100 volunteers and youth in mentoring relationships

A-Class English Academy
Supervisor & Kindergarten Teacher - Seoul, South Korea

July 2009 to July 2010

- Instructed over 100 Korean students ages 4-15 in private English language school
- Promoted to Supervisor of Kindergarten program, assisting in the execution of the Grapeseed Curriculum
- Provided teacher trainings for colleagues, international visiting teachers, and school administrative officials