

MS. BIANCA BROOKS, MPA, BS

Lakeland, FL, Polk County, USA | 850-782-1340 | biancabrooks2019@gmail.com

Introduction

Since 2021, I have been away from full-time employment while managing personal health challenges and serving as the primary caregiver for my child with special needs. During this time, I developed and strengthened skills in leadership, organization, problem-solving, time management, and adaptability by coordinating complex daily responsibilities and advocating for my family's needs. I am now eager to re-enter the workforce and bring these experiences, along with a strong commitment to service, collaboration, and community engagement, to a professional environment.

Education

- Doctor in Public Administration, Capella University, 50% Completed, 2028, 3.6 GPA
- Master in Public Administration, Strayer University, 2021
- Certificate, Women's Entrepreneurship Program, Cornell University, 2021
- Bachelor of Science in Criminal Justice, Strayer University, 2019
- Advanced Studies High School Diploma, Norview High School, 1997
- Fashion Design Certificate, Norfolk Vocational Technical Center, 1997

Experience

Executive Director – Hashim's Village, Inc. – 2021 – Present

Active Non-Profit in the State of Florida focusing on supporting the needs of individuals with autism and other special needs in Florida.

Apple Inc. – Mac Technical Support Advisor + Team Lead — 2015-2020

Supervision of a team (20+ associates) supporting customers in mobile (iOS) and desktop (OS) devices by phone in a screen sharing environment servicing customers in the US, UK and Australia. Responsible for preparing weekly team meetings, team motivators, weekly meetings with reps for opportunities and achievements. Member of several specialties teams: iOS and Mac Beta Software Developer Member, EMEA International Tech Support for UK/Australia, Mac+ Genius Level Support, Account Security Team (iCloud services).

Program Manager - Springsted Incorporated — 2003-2015

Created and analyzed data from salary compensation and benefits surveys. Assisted with classification of positions, salary grades, education, etc. Created and revised class descriptions and created salary scale(s), etc. Conducted job audits of job classifications; prepared position analysis questionnaires. Prepared and future edits in collaboration with local government officials the personnel policies for localities and organizations. Responded to RFPs for consulting services and organizational studies and submitted by due dates.

Community

Secretary & Board Member – Citizen's Advisory Board of Polk County, Florida – 2021 – Present
Our Board is responsible for the approval of annual grants offered in conjunction with Polk County & HUD for non-profit and local organizations within Polk County to assist citizens within our boundaries in need.

Achievements

- Phi Theta Kappa (Honor Society)
- Alpha Sigma Lambda (Honor Society)
- Board Member, Hampton Roads Community Action Program (HRCAP) — 2020-2021

Classes Completed Successfully Towards Doctorate in Public Administration:

- Professional Practice & Collaboration in a Diverse & Dynamic World
- Introduction to Critical Analysis & Research
- Survey of Research Methods
- Operational Strategic Management & Planning
- Organizational Leadership & Theory Within Public Administration
- Quantitative Design & Analysis
- Ethics in the Public Sector
- Theories & Concepts in Public Administration
- 21st Century Communication & Leadership