

NICOLE REDMOND

CONTACT

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344 East Park Avenue
Lake Wales, FL 33853

EXPERIENCE

Lake Wales Care Center

2020-Present

Currently serving as the Transitional Housing Coordinator.

Manage the overall function of the Transitional Housing Program.

Administer case management focusing on goal development in life planning, budgeting, education, on-the-job training, obtaining employment, substance abuse recovery counseling, and obtaining permanent housing.

Oversee training and empowerment of all residents.

Plan and facilitate all group activities and outings.

Initially served as the Volunteer Coordinator and recruited and coordinated 1600 volunteers serving over 65000 hours in 2021.

Kingdom Alliance Network, LLC

2014-2020

Established a home-based business partnering with Arise Virtual Solutions to provide service support to Carnival Cruise Lines.

Assist customers in every aspect of booking a vacation with Carnival Cruises, flights, vacation insurance, transportation to/ from pier, and shore excursions.

Investigate and resolve customer complaints.

Community Coordinated Care for Children 2011-2016

Served as Lead Proctor administering competency exams for the Florida Department for Children and Families throughout Osceola, Orange and Brevard counties.

Ensured proper testing compliance in offsite facilities.

Supervised and trained Proctors.

Evangelical Lutheran Church in America 1987-1990,1992-2004

Served as the Director for Staffing.

Administered and managed the recruitment and staffing function for a nonprofit national religious organization with over 600 employees.

Recruited for all vacant positions within the organization and trained supervisors on the hiring process.

Managed staffing budget and expenses.

Implemented a summer high school program which provided youth with summer employment and job skills.

Assisted the Director for Human Resources in fulfilling the responsibilities of the department in the areas of planning, managing, policy development, benefit coordination, staff conflict resolution, and coordinating the department's total operation.

EDUCATION

Northeastern IL

University

Chicago, Illinois

1994-1996

Coursework for Master's program
in Inner City Studies

Augustana College

Rock Island, Illinois

1990-1992

Received a Bachelor of Arts in

Ministry and Spanish

Studied abroad In Cuenca, Ecuador

VOLUNTEER EXPERIENCE

Highest Praise International Ministries 2002-2011

Founded Highest Praise International Ministries out of a need to empower children through the Word of God. Developed a weekly ministry program for children in Illinois, Indiana, and Florida with a focus on biblical instruction. Through a partnership with six other ministries, created a cultural summer camp for children. Established Vacation Bible Schools to assist children in building a relationship with God.

Various Short-Term Mission Expeditions

Guatemala, Curacao, South Africa, Namibia and Germany