



Dewanna Knight

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Key Skills

- *Analytical*
- *Detail-oriented*
- *Quick Learner*
- *Able to Build Relationships*
- *Loyal and Discreet*
- *Flexible*
- *Responsible*
- *Able to Operate Under Pressure*
- *Organized*
- *Efficient*

Education

In Progress	Distance Education Policy & Management, M.Sc University of Maryland University College, Adelphi, MD
December 2014	Social Science, B.Sc University of Maryland University College, Adelphi, MD
May 2006	Management, A.AS Montgomery College, Rockville, MD
2003-12 - 2004-05	Certifications: Human Resource Management and Diversity Management Montgomery College, Rockville, MD
2003-12 - 2004-05	Letters of Recognitions: Supervisory Management and Diversity Training Montgomery College, Rockville, MD

Work History

2015-09 - 2017-04	Information & Training Specialist Zero to Three, Washington, D.C. <ul style="list-style-type: none">• Developed and served as administrator of the project Learning Management Systems: Groupsie and Mango.• Developed and managed project databases.• Served as technical lead for Center.• Developed and managed Center's SharePoint Teamsite..• Served as active member of the GAP Analysis, Analytics, Information Architecture, and New to Head Start Work Groups.• Conducted the bid/award process.• Actively served on the Knowledge Management/Resource.
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Development and Training & Technical Assistance Teams.

- Oversaw the timely and accurate completion of the project reports and publications.
- Developed plans of action to meet ongoing goals and tasks.
- Analyzed and evaluated effectiveness of goals and objectives.
- Developed and facilitated program and project-specific training.
- Assisted in the planning and delivery of training at conferences and events.
- Served as active member of the Office of Head Start's Information Architecture Team.
- Developed, maintained and improved knowledge content, processes for creation, managing, and use of knowledge.
- Prepared federal and management reports by collecting, analyzing, and summarizing information.
- Managed content on the center's website.
- Created presentations, graphics, infographics, email blasts, reports, newsletters, and other documents as requested.

2015-01 - 2015-09

Senior Program Associate/information Specialist

Zero to Three, Washington, D.C.

- Served as primary point of contact for the public and other agencies.
- Researched and drafted project overviews, articles, talking points, correspondence, and other materials as requested.
- Served as training event and conference organizer.
- Contributed to the development of presentations, graphics, infographics, email blasts, reports, newsletters, and other documents as requested.
- Performed administrative functions that supported communications and program development, including maintaining organizational mailing lists, external conference and event lists, and program calendar, shared drive content, news and media clippings, and photo/image files.
- Conducted data analysis and troubleshooting.
- Coordinated with appropriate personnel to solve programming and content-related issues.
- Tracked incoming content and the progress of work on multiple projects in development or production stages.
- Answered help desk queries from users.

2013-08 - 2014-06

Lead Navigator

Walden Sierra, California, MD

- Lead the insurance enrollment effort in St Mary's County, Maryland.
- Identified and analyzed issues and resolved system issues.
- Planned and coordinated outreach events and other activities.
- Compiled data which included, intake and redetermination numbers, interim changes, number of appeals, Maryland Health Connection (MHC) spreadsheet and tracking.
- Hired, trained and managed a team of six Navigators and Assistants.
- Identified and addressed gaps in team knowledge and proficiency.
- Interacted with the public in a professional and knowledgeable manner while assisting with eligibility determination, plan selection, document retrieval/submission, application for federal tax subsidies and cost-sharing assistance; Medicaid and Maryland

Children's Health Plan determinations, and Qualified Health Plan (QHP) enrollment.

- Ensured that information and services were provided in a culturally and linguistically appropriate manner.
- Facilitated eligibility determinations for QHP, Medicaid, MCHP, and premium tax subsidies.
- Ensured timely submission of applications and disenrollments.
- Demonstrated expert knowledge of the state electronic enrollment portal — Maryland Health Connection.
- Resolved and/or escalated cases to the Maryland Health Benefits Exchange.
- Served as a resource to District of Columbia, Calvert and Prince George's County colleagues and partner organizations and counterparts.
- Attended and participated in Connector Entity meetings.
- Managed operations at designated work sites, ensuring accessibility.
- Provided referrals to appropriate agencies, including the Attorney General's Health Education and Advocacy Unit (HEAU) and the Maryland Insurance Administration (MIA), for applicants and clients with grievances, complaints, questions or the need for other social services.

2006-09 - 2013-08

Owner/Operator

Tots 'n Tykes Family Child Care, Waldorf, MD

- Designed daycare program.
- Managed day-to-day operations, including scheduling age-appropriate activities to entertain, stimulate and educate the children.
- Managed budget, records, client files, and supply purchases.
- Administered the USDA Food Program, providing balanced and nutritious snacks and meal plan.
- Resolved disciplinary issues.
- Ensured center remained in compliance with State licensing requirements.
- Conferred with parents on a regular basis to discuss the development of their enrolled children.
- Conducted marketing campaigns, maintain public relations with parents, prospective clients; universities, colleges, or community colleges.
- Ordered and maintained child care supplies and equipment.
- Prepared and maintained administrative and business reports and records of the child care center.
- Developed grant applications and contracts.

2009-04 - 2010-08

Parent Navigator

Children's National Medical Center, Washington, D.C.

- Played an instrumental role in the development of the Parent Navigator Program for families of children with chronic and complex medical needs.
- Introduced patient navigation and related activities and research studies study to referred parents through face-to-face meetings and telephone contacts.
- Provided assistance, support, resources, and referrals to parents patients.

- Created and maintained the program's tracking system in order to capture, track, and report interventions/outcomes.
- Developed and distributed program promotional materials.
- Fostered relationships and coordinated with clinical/non-clinical staff and community organizations.
- Developed and maintained meaningful, productive relationships with families.
- Worked in collaboration with other program staff and consultants to monitor, track and coordinate services for children and parents.
- Identified and participated in community outreach events to identify, inform and recruit families in need.
- Assisted in planning parent activities, encouraging parent participation in program activities, and obtaining feedback from parents regarding the level of satisfaction with the services they received.
- Collaborated with Health Coordinator to ensure the health and nutrition needs of infants, children, and families were addressed.

2007-11 - 2009-06

Unit Communications Coordinator (Part-Time)

Children's National Medical Center, Washington, D.C.

- Helped patients by responding to intercom requests; obtaining needed services from nurses, licensed practical nurses, physicians, aides, and other hospital personnel.
- Welcomed visitors by greeting visitors, in person or on the telephone; answering inquiries; relaying calls to patients; giving directions; referring inquiries to nursing and physician staff.
- Provided information by answering questions and requests.
- Entered and managed data in the Health Information Management System.
- Coordinated admissions and discharges with business office and patient transporter service.
- Maintained strictest confidentiality of patient information in keeping with hospital standards.
- Maintained continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

2005-08 - 2006-09-

Senior Legal Secretary (FOIA Litigation and Trademark Law)

Reed Smith, Washington, D.C.

- Provided administrative and legal secretarial support in the areas of patent and trademark prosecution, as well as government services.
- Resolved major issues involving external client service coordination, billing adjustments or special information needs over the telephone or in person.
- Drafted, edited, proofread and finalized documents to ensure accuracy.
- Collaborated with client and office personnel to ensure client expectations and deadlines are met.
- Managed prosecution files and act as liaison between attorneys, foreign associates and client.
- Coordinated conferences, meetings, travel arrangements, appointments and preparation of materials
- Created and maintained filing systems and databases to ensure accurate and efficient retrieval of data.

2004-07 - 2005-08

Senior Legal Secretary (Patent and Trademark Law)

Connolly Bove Lodge & Hutz LLP, Washington, D.C.

- Maintained logs and records of group activities and assisted practice group leaders in the development of various data.
- Provided administrative and legal secretarial support in the areas of patent prosecution and litigation.
- Managed international prosecution files and act as liaison between attorneys, foreign associates and client.
- Coordinated conferences, meetings, travel arrangements, appointments and preparation of materials.

2001-07 - 2003-04

Manager, Patent Prosecution Department

Foley & Lardner, Washington, D.C.

- Recruited, trained, coached, and evaluated 18 paraprofessionals.
- Developed and implemented National Legal Assistant Training Program.
- Established centralized Electronic Patent Application Filing Unit.
- Served as primary contact for attorneys and support staff on matters relating to various types of U.S. patent applications.
- Monitored and communicated changes to U.S. Patent Office practices and procedures.

1999/01 - 2011/07

Senior Legal Secretary

Covington & Burling, Washington, D.C.

- Provided administrative support to attorneys specializing in Legislative, Corporate and Environmental Law.
- Prepared Lobbying Act Reports and maintained political contribution data.
- Organized special events and prepared presentation materials.
- Reconciled billing statements, generated client invoices, and addressed billing concerns.

Skills

Typing @ 95 wpm, stenography and transcription.
CPR & First Aid Certified

SharePoint Google Analytics Learning Management Systems: Groupsites, MANGO and TOPYX Adobe Connect GotoWebinar and GotoMeeting Skype NCH Software	Concur Microsoft Office: Access, Excel, Outlook, Powerpoint, Project, Publisher, Visio, and Word Elite Groupwise PageMaker Photoshop	Lawson iManage Document Management Systems One Note One Drive Stenography Transcription
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