## Jenta' M. Young

Houston Community College 4627 Crites Street Houston, Texas 77011 (713) 921-8738

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**OBJECTIVE:** To obtain a challenging position, with increasing responsibilities, in an

educational organization whereby the knowledge and skills acquired through work experiences and graduate studies can be utilized to

support the mission and vision of the organization.

**PROFILE:** A personable, dedicated, reliable and strongly committed team player with

an educational and health care administrative background eager to

transition skills into the educational arena.

## **EDUCATION and PROFESSIONAL QUALIFICATIONS**

Texas Southern University, Houston, TX Master of Public Administration specializing in HR Management Awarded: December 18, 2004

Master of Counseling in Education (completed 48 hours)

Bachelor of Science Degree in Health Administration Awarded: December 12, 1999

Currently an ABD candidate for PhD in Educational Leadership at Prairie View A&M University; Anticipated Dissertation Defense: December 2020

Internship: Trained and completed hours for 2012 White House *Office of Presidential Correspondence Office* for the United States of America

Houston Community College, Main Campus July 2016 to current Adjunct Instructor, Correctional Education

Currently facilitating greater understanding of the Business Technology, GED classes, Behavior Modification, Counseling, Student Success, and ESL courses through discussions and lectures to incarcerated students with a variety of majors. Assist new students with overcoming educational and study skills deficiencies. Responds to student questions and concerns; works with the Harris County Sheriff's Department in partnership to educate students incarcerated.

The University of Phoenix, Houston Campus

Jan. 2007 to Jan 2016

Face-to-face Instructor/Part-time Academic Success Coordinator-Advisor Facilitated a greater understanding of the Educational Administration and Business Management material through discussions and lectures to undergraduate students.

ASC- Assist new students with course selection, overcoming educational and study skills deficiencies. Identifies, advises, tracks, and follows-up on the academic progress of all assigned advisees. Acts as liaison with the students, faculty, and staff in resolving dispute resolutions and issues related to academic success. Responds to student questions and concerns; works with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion. Other related duties as assigned.

## Texas Southern University

March 2010 to June 2015

Program Coordinator/Adjunct Instructor College of Pharmacy & Health Sciences

Responsible for planning and oversight of key functions within the area of Student Success, Student Services, and College of Pharmacy and Health Sciences degree programs. Hires, trains, and supervise Graduate students and part-time student employees. Handles functions related to mediation of student concerns, conflict resolutions. Manages and initiates programs for continued evaluation and accreditation such as remediation and retention. Recruit prospective Pharmacy and Pharmaceutical Sciences students into the Graduate program. Provides leadership for academic programs and organizational development initiatives of the college by establishing a creative, innovative and supportive environment. Schedule classes, advise and register pharmacy students of appropriate courses each semester. Serves as a resource to the Dean, associate Deans, department chairs, and provides liaison to university and to external units. Assist all Pharmacy professors with lectures, proctoring examinations and faculty assignments and duties. Revise syllabus and generate faculty workload reports in accordance with each faculty members contracts. Maintain all record keeping for the educational program including student files and databases. Gathers data and assist with preparation of grant applications and publications. Coordinates room reservations, assist with the Summer Academy program, and oversee the annual departmental faculty/staff development campaign. Assist the Chair with dispute resolutions regarding faculty and student academic progression.

The University of Texas M.D. Anderson Cancer Center Aug. 2003 to Sept. 2009
Patient Access Specialist (Emergency Center)

Obtains financial information and verifies benefits. Work with patient/responsible parties regarding billing processes and their financial responsibilities. Communicates with patient, referral source, insurance companies, third parties, UTMDACC physicians and UTMDACC clinical staff regarding any obstacle to access or authorization. Use established criteria to screen/triage patients for

medical acceptance with the appropriate Coordinator. Provide clinical information to payors to obtain authorization for services when information provided by the clinical staff is adequate and the situation is uncomplicated.

## **ORGANIZATIONS**

Alpha Kappa Alpha Sorority, Inc. National Academic Advising Association (NACADA)

**REFERENCES** Available upon request