

SHERYL L. BACON

sheryl.l.bacon@students.jsums.edu

OVERVIEW | Highly capable professional with over 10 years of both corporate and service experience, ranging from customer services to professional client services.

SKILLS & ABILITIES | Consistently regarded as an organizational asset who is adaptable to both challenge and change, with the ability to both self-direct and to follow instruction precisely. Effective and articulate communicator, possessing strong sets of both technical and interpersonal skills. Specialized experience includes RESEARCH & DATA ANALYSIS, FINANCIAL PROCESSING (including retroactive processing and interest calculation), ACCOUNT PROCESSING (including eligibility determination and billing), and proficiency in Microsoft Office, SPSS, Internet/email usage, and 10-key and alpha-numeric typing (80+ wpm).

EXPERIENCE | **MISSISSIPPI URBAN RESEARCH CENTER DATA SPECIALIST JACKSON STATE UNIVERSITY**

JAN. 2015 – PRESENT

Utilization of statistical/econometric software (SPSS) in the analysis of data for program evaluation.

Responsible for entering and analyzing data for developing, managing and preparing formal reports and research, and for writing short descriptive analysis reports on data collected and data analyzed.

TRANSACTION SENIOR PROCESSOR XEROX/ACS

DEC. 2005 – OCT. 2014

Responsible for data analysis and processing on borrower accounts, financial calculations (including interest and Average Daily Balances for government reporting) and transactions on borrower loan data; Completed daily production reports to track productivity and accuracy.

Received merit promotions from temporary mailroom Associate to current full-time position; held positions in Staging, FFELP Originations, Loan Processing, Borrower Processing, and Transaction Processing (able to cross-train and retain knowledge of SOPs from department to department).

Awarded “Employee of the Month” in September 2007; Former Captain of the “Ambassador Group” (employee relations committee).

STAFFING SPECIALIST ABLEST STAFFING SERVICES

FEB. 2005 – DEC. 2005

Responsible for interviewing job applicants, scheduling testing requirements, and placement of applicants in temporary assignments.

Contacted agency regarding placement, was hired on as Receptionist for the office after testing and interview, received promotion to Staffing Specialist position in April 2005.

Assisted with job fairs, company promotional events, client support.

EDUCATION | **JACKSON STATE UNIVERSITY, JACKSON, MS**
PH.D IN PUBLIC POLICY AND ADMINISTRATION

□ August 2014 - present

Currently enrolled; GPA of 3.778; Public Policy and Administration Student Association member; Concentration: Environmental Management, Planning, and Policy

BELHAVEN UNIVERSITY, JACKSON, MS
MASTER OF PUBLIC ADMINISTRATION

□ December 2013

GPA of 3.93; Coursework included: Research Methods in Public Administration, Organizational Theory & Behavior, Principles of Executive Leadership, Human Resource Development, Ethics and Society, Economics & Public Policy, Administration of Financial Resources, Public & Administrative Law, and Public Policy Analysis I & II

BELHAVEN UNIVERSITY, JACKSON, MS
BACHELOR OF ARTS IN SOCIAL SERVICES

□ December 2011

Graduated summa cum laude (GPA of 3.95); Coursework included: Marketing Strategies; Mathematics for Business; Human Growth and Development I & II; Abnormal Psychology; Intro to Counseling; The Family; Race, Gender and Diversity; Death, Dying, and Grief; Principles of Management; Psychology of the Exceptional Child; Ethics; Social Problems, and Social Service Lecture and Practicum (including mandatory 120 hrs Intern Placement/ Field Experience)

PROFESSIONAL MEMBERSHIPS

Alpha Sigma Lambda Honor Society
American Society for Public Administration (student member)
ASPA Section on Women Public Administrators
ASPA Conference of Minority Public Administrators
Business and Professional Women Foundation – Jackson, MS Chapter
Golden Key International Honor Society
JSU Public Policy and Administration Student Association
Mississippi Economic Development Council (student member)
Mississippi Political Science Association (graduate student representative/student member)