

DAWN BOOTHE

Miramar, FL | (786)-444-8946 | Dbooth93@gmail.com

PROFESSIONAL SUMMARY

Accomplished professional with extensive experience in client relations, strategic planning, and crisis management. Adept at driving revenue growth, enhancing client satisfaction, and optimizing operational efficiency across multiple industries. Proven ability to provide compassionate care, implement innovative solutions, and thrive in dynamic environments. Strong background in Digital Communication and Media, healthcare, customer service, and sales. Skilled multitasker with a knack for problem-solving and collaborating with cross-functional teams to achieve organizational goals. Seeking roles in journalism/editing, social media marketing.

CORE COMPETENCIES

- Marketing
 - Design
 - Client Relations & Satisfaction
 - Strategic Planning & Crisis Management
 - Revenue Growth & Sales Optimization
 - Healthcare Administration & Compassionate Care
 - Cross-Functional Collaboration
 - Leadership & Team Development
 - Digital Communication
 - Problem-Solving & Multitasking
 - Operational Efficiency & Innovative Solutions
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PROFESSIONAL EXPERIENCE

Behavioral Health Technician

South Beach Detox | Sep 2023 – Present

- Supported clients during detoxification and substance withdrawal, ensuring their safety and well-being.
- Developed and led psychoeducational sessions on coping strategies and relapse prevention, boosting client engagement by 30%.
- Collaborated with treatment teams to create personalized recovery plans, resulting in improved client outcomes.
- Commended for providing compassionate care during crises and consistently exceeding performance expectations.

Account Manager

ProcureX Global | Nov 2022 – Sep 2023

- Managed client relationships, delivering tailored solutions that aligned with client needs and objectives.
- Spearheaded the onboarding of 10 new clients, increasing overall company revenue by 15%.
- Led the implementation of a new CRM system, improving response times by 50% and boosting efficiency by 20%.
- Resolved a critical client issue through cross-functional collaboration, enhancing client retention and satisfaction.

Deputy of Detention

Broward Sheriff's Office | Jun 2021 – Nov 2022

- Maintained security and order within the detention facility by enforcing rules and conducting safety inspections.
- Designed and implemented a training program for new officers, reducing misconduct incidents by 30%.
- Developed an optimized scheduling system that improved staff allocation and reduced overtime costs by 25%.
- Received recognition for outstanding performance during a high-profile inmate escape incident.

Detention Technician

Broward Sheriff's Office | May 2019 – Jun 2021

- Supervised inmate activities, maintaining security in the facility.
- Introduced health screening protocols, reducing medical emergencies by 20%.
- Played a key role in the successful implementation of a new inmate classification system, improving operational efficiency.
- Commended for exceptional performance during a facility-wide security drill.

Health Insurance Agent

Convey Health Spring | Aug 2018 – May 2019

- Guided clients through health insurance plan options, ensuring they understood their coverage.
- Improved client satisfaction by 15% through personalized service and proactive issue resolution.
- Exceeded sales targets by 20% through strategic outreach and communication.
- Launched a referral program that led to a 25% increase in new client acquisitions.

Pharmacy Technician

Aetna | Jan 2018 – Apr 2018

- Processed prescription orders accurately, assisting pharmacists in medication dispensing and patient care.
- Implemented an inventory management system that reduced stock discrepancies by 30%.
- Recognized for outstanding customer service and praised by patients and healthcare providers.
- Assisted in training new pharmacy technicians, ensuring seamless integration.

Pharmacy Technician

Direct Pharmacy Source, Sunrise, FL | May 2015 – Nov 2017

- Managed medication preparation and dispensing in compliance with regulatory standards.

- Introduced a quality control system, reducing medication errors by 15%.
- Improved prescription processing efficiency by 20% through workflow enhancements.
- Twice awarded Employee of the Month for exceptional service.

Customer Service Agent

IQOR, Miramar, FL | Apr 2014 – Aug 2015

- Resolved customer inquiries and provided product information in a timely, professional manner.
- Achieved the highest customer satisfaction rating in the team for three consecutive months.
- Contributed to a 10% increase in customer retention through proactive follow-ups and problem-solving.

Sales Associate

ALDO Group CALL IT SPRING, Aventura, FL | May 2013 – 2014

- Consistently exceeded sales targets by 15% through effective upselling and cross-selling techniques.
- Recognized for top sales performance and exceptional customer satisfaction.
- Trained and mentored new sales associates, fostering team success.

EDUCATION

Bachelor's in Digital Communication and Media

Florida International University | Miami, FL | Ongoing

Associate in Mass Communication

Broward College | Pembroke Pines, FL | Aug 2016 – May 2019

Pharmacy Technician License/Diploma

Concorde Career Institute | Miramar, FL | Dec 2014

High School Diploma

Miami Norland Senior High School | Miami Gardens, FL | Jun 2012

PROJECT

Externship - Walgreens Pharmacy | Oct 2014 (320 Practicum Hours)

- Gained hands-on experience in prescription handling, inventory management, customer service, and data entry.
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AWARDS & RECOGNITION

- Dean's List
- President's Honor Roll
- Perfect Attendance
- President, Forensic Science Club