

Stefon M. Watson

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EDUCATION

Saint Joseph's University, Philadelphia, PA
Master of Science, December 2020
Focus: Marketing

Temple University, Philadelphia, PA
Bachelor of Arts, December 2014
Focus: Communication Studies

Bucks County Community College, Newtown, PA
Associate of Arts, May 2012
Focus: Communication Studies
Deans List 2011-2012

PROFESSIONAL EXPERIENCE

Special People in Northeast Incorporated, Philadelphia, PA
Weekend Supervisor

November 2014- Present

- Monitored staff working in the Adult Services and coached in job responsibilities.
- Ensured individual's outcomes and activities are being met in accordance with the individual's plan and schedules.
- Served as a communication link with various agency personnel in achieving best practice when supporting individuals.
- Supported the health and safety of the individuals supported by Special People in Northeast Incorporated in the areas of health and medication administration.

Lincoln Investment, Fort Washington, PA
Support Services Specialist

December 2016- August 2019

- Scan investment applications and other supporting documents for imaging into an automated workflow.
- Index and organize client's folders which include accessing the Account Central and AS400 database to identify specific investor information within the system.
- Act as the primary alternate to the receptionist when needed which includes professionally administer incoming calls ensuring phone calls are transferred accurately and greet guests in a friendly manner.
- Assist with pickup/ delivery of mail to Post Office and deliver mail to centralized mail drops per scheduled times.

Special People in Northeast Incorporated, Philadelphia, PA
Direct Support Professional

October 2009- November 2014

- Provided supervision and direct care services to individuals with an intellectual disability.
- Assisted and helped adjust in the development and maintenance of Individual Support Plans.
- Monitored specific behaviors of the client in order to build positive relationships and communication skills.
- Performed data entry using SPIN database to summarize the client's progress and attended quarterly staff trainings on how to further support clients with an intellectual disability.

SKILLS

- Effective Communication, Excellent Customer Service, Problem-Solving, and Time Management skills.
- Proficient in Microsoft Office, Mac, and PC Programs.