

## 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.