

Application Overview:

If you are interested in applying for membership on the Regional Opioid Task Force, please complete the application below. If you have any questions related to the Task Force or the application process, please email administrative.services@clarkcountynv.gov.

(Note: This document and accompanying materials become public record once it is received by Clark County.)

Please select the position you are apply for: Substance Use Disorder Prevention Coalition in Clark County

Full name (First, Middle Initial, Last): Dolletta M. Mitchell

Home Street Address: 1575 Rusty Ridge Lane

Home Address City/State/Zip Code: Henderson, NV 89002

Mailing Address: 1575 Rusty Ridge Lane

Mailing Address City/State/Zip Code: Henderson, NV 89002

Employer: Williams Sonoma Inc

Occupation: Project Manager

Email Address:

Cell Phone:

Best Daytime Contact Phone:

Relevant Affiliations: Please list below any other committees you are currently serving on. Please list, if applicable, the jurisdiction and term of appointment. If you were appointed by an individual and not by a local jurisdiction, please include that information. If you need additional space, please attach an additional sheet of paper.

NA



Relevant affiliations

Skills and Experience: Please provide a brief description of your qualifications for the seat; include any special skills, interests, experience, or training which you possess or have completed that would benefit the work of the Regional Opioid Task Force. If you need additional space, please attach an additional sheet of paper.

I am writing to express my strong interest in joining the Clark County Regional Opioid Task Force. With years of experience under my belt, I am confident that I can make a meaningful contribution to the task force's mission.

Having obtained Nevada Board Community Health Worker certification, I have a wealth of skills and knowledge relevant to the task at hand. In addition, my extensive work as a Personal Fitness Coach for Morbidly Obese individuals has given me a unique vantage point on the mental health disorders that lead to substance abuse.

In addition, my past work as a data analytics and network engineer professional, combined with my work with the morbidly obese, has equipped me with invaluable insights into the diverse needs of individuals. With my varied skill set and talents, I am well-positioned to help the task force in analyzing data on opioid



Skills and Experiences



Resume



Letter of Interest

A resume and letter of interest is REQUIRED. Please attach it to this application.

I certify that the information provided in this application and supporting documentation is true and accurate to the best of my knowledge.

Dolletta M Mitchell

Dolletta M Mitchell (Sep 13, 2023 01:41 PDT)

Signature

Dolletta M Mitchell

Printed Name

Sep 13, 2023

Date

You may submit this application and supporting documentation via:

Hand Deliver or Mail Application to:

Clark County
500 S. Grand Central Pkwy.
Las Vegas, NV 89106
Attn: Opioid Task Force
Lobby Hours: Monday through Thursday, 7:30 a.m. to 5:30 p.m.

Email Scanned Copy to:

administrative.services@clarkcountynv.gov



The Nevada Certification Board
hereby certifies that

DOLLETTA MITCHELL

has successfully completed the requirements set forth by
the Nevada Certification Board, and is hereby certified in the state of
Nevada as a Community Health Worker I. *

This certification is valid for two years from the date awarded.

08/28/2023

Date Awarded

CHW1-5527

Credential ID

08/28/2025

Date of Expiration

Natalie M. Powell

**Natalie M. Powell, M.P.H., Administrator
Nevada Certification Board**

*Completion of this certificate program does not include a background check/criminal background check.



Dolletta Mitchell

Certified Community Health Worker (CCHW)

ABOUT ME



Phone



Henderson/ Nevada/ USA



LinkedIn



Email

- **Nevada Board-Certified Community Health Workers (CCHW).**
- Facilitator for the urbane community for minority associates to network, talk, listen, learn, & build together.
- Ability to respond under pressure using sound judgment in unclear situations while being calm & flexible.
- A fast self-directed learner. Can quickly comprehend, interpret, and apply new concepts, processes, and technologies.
- Continuous self-starter, agile, resourceful & able to work with little direction.
- Organizational skills & ability to prioritize working effectively & managing ad-hoc projects.
- Problem solver, proactive, able to break down barriers; & strengths in managing stakeholders & conflicting priorities look for alternative solutions when challenged & communicate new methods.
- As a B2B Project Manager responsible for making sense of it all, using sound judgment in unclear situations & being flexible/adaptable, and understanding project requirements to deliver efficient & competitive solutions.

EXPERIENCE

WILLIAMS-SONOMA, INC. • 3 years 10 Months

Project Manager, Trade Sales (B2B) • August 2022 - present (13 months)

- Since August 2022, I have worked as a Project Manager for Trade Sales (B2B). My primary responsibility is managing large strategic projects from quote to delivery to ensure the client satisfaction while optimizing sales opportunities. I also support the B2B sales team across multiple brands.
- To achieve our objectives, I coordinate with multiple teams across different time zones and work closely with B2B cross-functional partners on all aspects of project management. My knowledge of brand products allows me to provide detailed information to the sales team and strategic clients, including product information and specification requests, alternate bids, and up-selling opportunities.
- Furthermore, I develop triage support plans for trade member escalations and maintain long-term relationships with them by providing exceptional and personalized service. I also provide technical assistance to trade customers regarding products and other related subjects, such as lighting and hardware installation. Lastly, I participate in Account Executive pipeline sales reviews to stay up-to-date on our progress.

Business Sales Operations Line Manager (B2B) • February 2020 - August 2022 (2 years 6 months)

- As a leader, I have trained and developed a team of highly skilled agents in handling CRM cases. Transparent communication with the team through regular one-on-one coaching sessions and daily standup meetings, including weekly training meetups with sales executives to address potential project issues and proactively avoid surprises. Addressing concerns and questions promptly to provide excellent service at all times. Creating a safe and inclusive environment where team members feel comfortable sharing their feedback and opinions.
- As a team leader at a B2B care center, I oversee the sales support process and ensure efficient procurement project management. I work closely with regional Account Executives to prioritize critical areas for success and exceed our sales targets.
- My expertise in **data** analysis allows me to adjust workflows seamlessly. I collaborate closely with the accounting and finance teams to ensure flawless invoicing and payment processing.
- When customers encounter issues, I quickly resolve them to their satisfaction. My goal is to provide exceptional service and continuously identify opportunities for improvement.

Direct to Consumer Operations System Supervisor (DTC OPS) • November 2019 - January 2020 (3 months)

- Working as a liaison between IT & Operations businesses & leading a team to streamline business efficiencies better.
- Identifying, **reporting**, & resolving operational issues with the business channel while overseeing cross-functional, cross-branded projects. Subject matter expert (SME) for Gourmet Food (Perishables) division.

ZETA WIZE, LLC (aka Better Living USA) • 2 years 2 months

Herbal Health Supplement Marketing Specialist (B2B) • October 2017 - October 2019

- Managed all aspects of day-to-day operations and sales cycle for an eCommerce trade bulk herbal supplement company, from sourcing premium, all-natural ingredients to ensuring timely product delivery. I held this part-time role from October 2017 to October 2018.
- Sourced vendors, monitored customer issues and delivery schedules, improved website functionality and database, and managed content and marketing channels. Handled **reporting** and accounts, ETL projects, and website transitions/migrations/moves.

SKILLS & COMPETANCIES

I have 7+ years of experience delivering top-notch products, services, and tech solutions to Fortune 500 companies. I also have 5+ years of project management experience in various industries. My startup mentality drives me to constantly improve and excel at managing multiple workstreams, problem-solving, and providing excellent customer service.

CERTS/SELF- STUDY

- Psychology of Learning & Success
- MS Office, Excel, Word, PowerPoint
- Certified Community Health Worker (CCHW)
- Microsoft Certified Professional (MCP)
- Change/Incident/Problem Mgmt ITIL CIW
- JavaScript Certified
- CIW Web Design Specialist Certified
- CompTIA Project+ Certified

SCHOOL

- Computer Info Systems, Richland College
- Info Technology – Software WGU (2013-16)

CERTIFICATION IDS:

- Microsoft Certification ID: 1433518
- CompTIA ID: COMP001020749094
- CIW ID: 664204

AWARDS

- Awarded by Texas Instruments (TI) "Outstanding Innovation & Increased Productivity"

MEMBERSHIPS

- NvCHWA and NACHW

EXPERIENCE (cont'd)

REAL SOFT, INC. (TERADATA, INC.) • 2 years 3 months

Recruitment Marketing Content Writer (HR Recruitment Marketing) • June 2018 - October 2018 (5 months)

- My task is to create persuasive marketing copy, including **data** scientist and software engineer job descriptions and career-oriented web pages, that can attract the right candidates.
- The main objective is to tell a story, evoke emotions, and establish a special connection with job-seekers.
- I collaborate with the global recruitment marketing and employer branding team to produce content that can increase traffic, establish relationships with job-seekers, and reinforce the brand.

Technical SaaS Product Manager (Online Community Manager) • April 2016 - January 2018 (1 year 10 months)

- I have experience working as an Online Community Manager for the **Data** Science SaaS community with over 70K VIP customers for Teradata Aster Advanced Analytics and Think Big Analytics brands.
- My responsibilities involve managing online communities and private forums, increasing community membership by 55%, and growing social media following by 45%.
- I have also led a project for Lithium SaaS cloud platform integration and provided technical consulting for SLAs and community care.
- I possess excellent technical documentation skills, including instructional videos.

QUEST DIAGNOSTICS HEALTHCARE • 1 year 6 months

IT Analyst & Problem Management • May 2012 - November 2013

Healthcare Diagnostics Help Desk

- I am a skilled member of a 31-person IT team that provides customer-facing assistance to over 5,000+ global users in healthcare diagnostics. My proficiency in ITIL allows me to expertly manage and track incidents and problems. I am skilled in identifying the root causes of high-priority incidents and providing effective solutions to prevent their recurrence.
- I am also experienced in network security, protecting against spyware, adware, and viruses. As a Microsoft Active Directory administrator, I distribute software and provide exceptional remote access and VPN support.
- I host major incident bridge calls to ensure swift resolutions to incidents.
- Additionally, I train and coach new IT team members on disaster recovery protocols and educate users on the use of our in-house applications and Salesforce CRM system.
- My top priority is ensuring the privacy and security of our network infrastructure and computer hardware/software.

PROFESSIONAL IN-HOME PERSONAL HEALTH COACH/TRAINER • 6 year 7 months

Independent In-Home Personal Trainer • March 2004 - October 2010

- I am highly skilled in developing and implementing effective web fitness and Internet marketing strategies that attract new business clients on a daily basis.
- Provided personal training services both in-home and Online, ensuring maximum accessibility for my clients.
- I am proficient in utilizing offline marketing strategies, sales systems, and efficient time management techniques to maximize working hours. With my experience, I can deliver outstanding results.

BAYLOR TOM LANDRY FITNESS CENTER (BHCS HOLDINGS LLC) • 1 years 8 months

Senior Personal Fitness Trainer • September 2002 - May 2004

- Design safe and effective fitness programs, perform assessments, develop customized workouts, and evaluate nutrition habits to help clients achieve their health and fitness goals. Managing websites, scheduling, invoicing, and creating marketing campaigns for a solid client base.



DOLLETTA MITCHELL

CONTACT

1575 Rusty Ridge Ln
Henderson, NV 89002

Certified Community
Health Worker
(CCHW)

Clark County Regional Opioid Task Force

Opioid Task Force • 500 S. Grand Central Pkwy. • Las Vegas, NV 89106

September 13, 2023

Dear Clark County Administration:

I am thrilled to submit my application for the Clark County Regional Opioid Task Force role.

I believe I have the necessary strengths to excel as a task force member. These include, but are not limited to:

- **I possess a steadfast determination and a positive outlook**, even when faced with perplexing challenges that lack clear solutions. I am agile and adaptable, able to swiftly comprehend and make sense of complex data, enabling me to effectively move towards the right course of action.
- **I enjoy discovering ways to arrange information effectively** in a way that is easy for everyone to comprehend. Ensuring that stakeholders understand the data is crucial for attaining success.
- **I find working with diverse teams particularly stimulating**, especially in the field of data analytics. My area of interest is identifying trends related to social determinants of health.

With my exceptional expertise in **data analysis**, I am excited about the opportunity to apply my exceptional expertise in data analysis to the task force's mission of analyzing data related to opioid overdose fatalities and near-fatalities.

Making a clear impact in the lives of others is important to me, and I believe that working with the task force will give me the chance to achieve my ambitions and make a meaningful difference in our community. I am confident that the task force will be able to rely on me.

You can contact me anytime via my cell phone, [REDACTED]. I am confident in my ability to identify gaps in community services concerning opioid and substance abuse.

Sincerely,

Dolletta Mitchell



EMAIL



TWITTER HANDLE



TELEPHONE



LINKEDIN URL