

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): Dianna m sbabo _____

Home Street Address: 10926 southern highlands parkway apt 1100 _____

Home Address City/State/Zip Code: Las Vegas nv 89141 _____

Mailing Address: 10926 southern highlands parkway apt 1100 _____

Mailing Address City/State/Zip Code: Las Vegas nv 89141 _____

Employer: Radius global llc _____

Occupation: Federal contractor _____

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.

N/a

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.

10 years in recovery from substance abuse so I possess the skill of knowing firsthand the gaps and ability to recognize what would help in these situations. I also possess many years of service roles professionally and have a unique ability to work incredibly well with people from all walks of life.



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.


Dianna sbabo (Sep 17, 2023 07:38 PDT)

Signature

Dianna sbabo

Printed Name

Sep 17, 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

Dianna Sbabo

Personal Info

Las Vegas, 89141

Skills

Business Administration

Call center Management

Computer Networking

CRM Software

Customer Service

Data Entry

Leadership

Marketing

Meeting Facilitation

Quality Assurance

Accounting

Sales

Salesforce

Social Media Management

Technical Support

UX/UI design

Problem-solving

Time management



Summary

Talented Professional with 10+ years managing customer relationships and exceeding goals. Expert in troubleshooting and problem-solving. Committed to delivering high-quality customer experiences. Technical expert with a focus on UX/UI design.



Work Experience

Data Operations Specialist, LasVegas, NV, Remote

October 2022 - Present

- Facilitate flow of processing and analysis of substantial volumes of data while adhering to federal standards and upholding data quality.
 - Proactively identify and overcome obstacles to ensure seamless data flow, meticulously ensuring the accuracy and integrity of the information.
 - Implement and maintain robust security measures to safeguard applicant information, prioritizing confidentiality and privacy.
 - Effectively tackle any technical challenges that arise, consistently delivering an exceptional user experience for both applicants and employers.
- Define "ease of use" process and strategize with peers to create an accessible user experience.

Marketing & Program Manager Business Admin, Elite Water & Air Nevada

August 2020 - October 2022

Created and executed comprehensive training programs to enhance the skills of the customer service and sales teams. Developed user-friendly experiences for customer base with focus on target audience profiles. Fostered a culture of continuous improvement, equipping staff with the tools and knowledge necessary to excel in their roles. Leveraged innovative strategies to optimize marketing efforts, effectively promoting the organization's services and enhancing brand awareness. Designed and oversaw web presence and social media, along with application integration with focus on growth and engagement. Collaborated with cross-functional teams to develop and implement strategic initiatives that drove business growth and success.

Senior Territory Sales Manager, Dupure

March 2018 - May 2020

Maintained a strong corporate image, delivering exceptional customer service and building lasting relationships with clients and businesses in the industry. Managed and nurtured partnerships with large accounts and prominent home builders including KB Homes, Lennar, and D.R. Horton, ensuring seamless collaboration and mutual success. Leveraged expertise in UX/UI design to update and optimize key data in Salesforce, ensuring a seamless and intuitive user experience on the administrative end. Proactively generated high-quality leads, overcoming obstacles and objections to consistently achieve key objectives. Demonstrated a track record of surpassing sales goals throughout tenure, consistently driving revenue growth and contributing to company success. Provided exemplary 5-star service to business owners and homeowners, tailoring solutions to their specific needs and delivering exceptional customer satisfaction.

Call center Manager, At&t

October 2013 - August 2018

Directed and managed workflow, scheduling, and staffing to effectively meet customer demand, leveraging a strong focus on technology and design to create consumer friendly networks. Constructed high-performance teams through comprehensive training and professional development programs, consistently exceeding key performance indicators and customer-facing metrics. Successfully oversaw the transition of the business from sales and service to customer loyalty and retention, including rebranding efforts and efficiently managing up to 80 staff members in daily production. Designed and Implemented training programs in customer service areas such as retention, fraud, billing, credit, collections, technical support, and data support to ensure exceptional customer experiences. Maintained schedule adherence, compliance, and quality standards, proactively managing procedures to address attrition and absenteeism. Mentored staff members through succession planning, preparing them to assume key roles within the organization and fostering their professional growth.



Education

Rogue Community College

June 2014

Pasadena City College

July 2005