

Joseph E. Thomas
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Profile Experienced in communicating with persons of various socioeconomic levels. Considerable experience in customer service and accounts management. Solid background in marketing and financial analysis. Skilled in developing and implementing standardized policies and procedures. Several years of training experience. Proficient in MS Word, Excel, PowerPoint, and Outlook.

Education MDIV. Pastoral Ministries, Mid-America Baptist Theological Seminary *December 2007*
B.S. Business Administration, University of Arkansas at Pine Bluff *May 1989*

Career History **Enon Springs Baptist Church, Hernando, MS** *Sep 2005-Present*
Pastor

- Provide spiritual guidance to parishioners
- Develop ministries to adequately serve the community
- Provide oversight in budgeting and facility improvements
- Participate in local, national, and international ministries for the disadvantaged

CLEAResult, Memphis, TN *Apr 2018-Feb 2023*
Field Supervisor

- Responsible for leading a team of certified energy advisors in administering energy conservation programs in West Kentucky and West Tennessee
- Assist in developing training manuals and training staff to ensure work quality per established standards
- Conduct annual reviews of staff's performance
- Provide budgetary input and status updates to program staff
- Serve as a company representative to clients, contractors, and the community

Mississippi Division of Medicaid, Holly Springs, MS *Feb 2009-Dec 2017*
Medicaid Specialist III

- Conducted initial reviews of applications for health benefits
- Annually audited case files to assess continued eligibility
- Investigated claims of program fraud and abuse
- Provided customer service regarding program requirements

US Department of Housing & Urban Development, Memphis, TN *Jan 1987-Aug 2003*
Public Housing Revitalization Specialist

- Monitored housing programs in Arkansas, California, Florida, Kansas, Missouri, New Mexico, Oklahoma, Tennessee, and Texas
- Conducted training to improve housing operations in the areas of budgeting, management, and maintenance

References Available upon request