

	Baltimore, MD 21206
	4438384171
	Percysmith410@gmail.com

PERCY SMITH

EDUCATION

Associate of Arts

Human Services
Dundalk Community College
Library, Baltimore, MD, United States
January 2018

Associate of Arts

Morgan State University - CBEIS
Building, Baltimore, MD, United States
January 1985

Associate of Arts

General Studies
CCBC Essex, Baltimore, MD, United States
January 1984

GED

Board of Education Baltimore -MD,
Baltimore, MD, United States
January 1982

- [Number] GPA 3.0

SUMMARY

Experienced Peer Support Specialist skilled in managing operations and enhancing team performance within addiction recovery environments. Adept at resolving client inquiries, delivering constructive feedback, and coordinating effective training sessions. Passionate about empowering individuals while ensuring compliance and operational efficiency.

SKILLS

- Substance use training
- Recovery coaching
- Behavioral health support
- Peer support training
- Crisis intervention
- Advocacy
- Wellness and recovery
- Performance evaluation
- Team management
- Leadership training
- Effective communication
- Collaboration skills
- Conflict resolution
- Decision making
- Complex problem solving
- Mentoring
- Leadership skills

EXPERIENCE

REGISTERED PEER SUPERVISOR

My Life Behavioral Health Systems, LLC | Baltimore, MD | June 2024 - Current

- Resolved client inquiries and service issues promptly to enhance satisfaction.
- Guided subordinates on job duties and responsibilities to foster skill development.
- Monitored employee productivity, providing constructive feedback and coaching to enhance performance.
- Conducted weekly team meetings to discuss tasks and project deadlines.
- Collaborated with departments to streamline workflow processes.
- Maintained accurate records of performance, attendance, leave requests, and disciplinary actions.
- Developed strategies to elevate customer service standards across the organization.
- Ensured compliance with workplace safety regulations through comprehensive training sessions.

REGISTERED PEER SUPERVISOR

Community Wellness Center | Baltimore, MD | October 2023 - April 2025

- Supervised daily operations, directing a team of 15 employees to ensure efficiency.
- Coordinated staff schedules, enhancing workflow and ensuring effective resource allocation.
- Implemented training programs for new team members to enhance capabilities.
- Ensured compliance with health and safety regulations across all operations.
- Facilitated team meetings to improve communication and collaboration among staff.
- Monitored inventory levels of wellness supplies and equipment to prevent shortages.
- Developed community outreach initiatives, increasing awareness and access to wellness services.
- Evaluated employee performance, delivering constructive feedback and targeted coaching to improve individual capabilities.

LEAD PROGRAM ASSISTANT

Tuerk House | Baltimore, United States | December 2014 - March 2022

- Monitored residents and facilitated group sessions to promote engagement and support.
- Checked timesheets for five staff members and supervised the team to ensure operational compliance.
- Provided comprehensive administrative support, including document preparation and meeting coordination.
- Assisted with onboarding new team members by clarifying policies and procedures.
- Collaborated with program management to develop process improvements and corrective action plans.
- Monitored budget allocations across multiple projects to ensure compliance with financial regulations.
- Set specific project goals to evaluate progress and measure outcomes.
- Administered urinalysis drug tests while managing intake of household and food supplies.

ACTIVITIES

- Leader of the organization B.I.U.L.D. Baltimore Unity In Leadership Development, where we attack social issues throughout Baltimore.
- Leader of the movement called TurnAroundTuesday, which is a job training for Baltimore City, focused on getting jobs for city residents.
- Administered Naloxone to an overdosed individual and saved his life.
- Featured on Billboards, Buses, and at the health department speaking about how to save a life with Naloxone.
- Participated in Television & Radio shows speaking about saving lives.
- Honored at TurnAroundTuesday year-end celebration for being the longest member of this job movement and for getting over 150 individuals to the training.

CERTIFICATIONS

- Recovery Coach Academy - CCAR, September 2015
- WRAP Training & Facilitators Training - On My Own December 2018 & 2019
- Peer Recovery Specialist Certification - MABPCB 2020
- Registered Peer Supervisor - MABPCB 2021
- Medication Technician - Board of Nursing August 2016 & 20218

ACCOMPLISHMENTS

- Resolution from Baltimore City Councilman (saving clients' lives) 2016
- Man of the Year from Turnaround Tuesday Jobs Movement 2017

ACTIVITIES AND HONORS

- Reentry Support Group Leader (1st Monday Empowerment) 2016-Present
- Youth Group Leader - CRY Foundation (Creating Responsible Youth) 2023-Present
- Baltimore CONNECT Organization - Leader/Member 2021-Present
- B.U.I.L.D Organization Leader/Member 2015-Present