**Junayd M. Abdin**

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**KEY QUALIFICATIONS**

* Results-oriented program manager with Master’s Degree and over ten years of experience supervising program and service delivery with proven track record of fiscal responsibility
* Skilled in customer service, business planning, staff development and budget management

**Work Experience**

**Program Manager**, *Asphalt Green*, New York, NY Aug 2016 – July 2019

* Developed and implemented health, wellness, and sports programs in over 60 NYC public schools
* Led a team of 12 highly motivated direct reports to deliver programs with high customer satisfaction through ambitious goal-setting, performance incentives and staff recognition
* Spearheaded business analysis, financial reporting and marketing strategy to meet budget goals and facilitate growth in profit per school by 32%
* Increased number of schools in program by 20%. Responsible for single point of contact and client relationships ensuring highest program performance and client retention

**Program Coordinator**, *Playworks*, Durham, NC Aug 2014 – Jun 2016

* Designed and executed organized recess, interscholastic sports leagues and a youth leadership program to ensure healthy play, a positive and inclusive school climate, and optimization of classroom learning at a low income elementary school
* Created budgets and marketing materials to secure donor funding and recruited volunteers for programs, conferences, and community events
* Facilitated all communications between school administration, parents, community partners and Playworks executive management

**Benefits Specialist**, *Xerox HR Solutions*, Cary, NC Aug 2012 – Aug 2014

* Administered government employees’ healthcare and retirement benefits plans
* Managed processing of all enrollments and status changes to coverages of over 18,000 participants
* Achieved 97% quality score on over 60 calls per day which increased enrollment in flexible spending accounts

**Basketball Coach**, *Triangle Day School*, Durham, NC Nov 2011 – July 2012

* Instructed youth ages 11-14 in basketball skills
* Led development and implementation of daily practice and game plans while managing equipment inventory and maintenance of facilities
* Led planning, logistics and coordination of all aspects of team travel

**Sales Consultant**, *CarMax Super Stores*, Raleigh, NC Sep 2010 – Nov 2011

* Informed customers of products/services available, assessed needs and provided resolution management
* Negotiated pricing and financing options with customers, averaging 10-15 sales per month
* Scheduled prospective customer appointments, increasing sales traffic at dealership

**Graduate Assistant, Operations**, *Ball State Univ. Men’s Basketball*, Muncie, IN July 2008 – May 2010

* Directed operations and communications with athletic departments
* Built and maintained partnerships with 15 organizations and vendors
* Coordinated team logistics, equipment, and off-season training

**Camp Counselor/Program Administrator,** *City of Greensboro***,** Greensboro, NC Jan 2006 – Aug 2008

* Managed database records and statistics reporting for Parks and Recreation grant and program evaluation
* Designed, executed, and supervised staff training and meetings
* Counseled 50 campers to excel in camp enrichment activities

**Site Supervisor**, *Warren Family Institute Inc.*, Warrenton, NC Jun 2005 – Aug 2006

* Developed youth summer enrichment program
* Piloted staff orientation, in–service training, conferences and educational workshops
* Managed daily attendance, program data and incident reports, and design of all special events

**Education**

# Ball State University, Muncie, IN

* Master of Arts, Physical Education & Sport Jul 2010
* Specialization: Sport & Exercise Psychology

# North Carolina A&T State University, Greensboro, NC

* Bachelor of Science, Exercise & Sports Science May 2008
* Graduated Magna Cum Laude