

SHAILEAN HARDY

shailean.hardy@gmail.com | 908.619.0975 | [in](#) shaileanhardy

Experience

PHILADELPHIA ENERGY AUTHORITY | Philadelphia, PA | Feb. 2024 to Present

Program Coordinator, Residential Programs

- Provide data management and administrative support to the Built to Last program.
- Assist low-income Philadelphia residents with program enrollment and respond to participant concerns and queries regarding home repairs.
- Monitor and track complaints from homeowners about the quality of services received to effectively collaborate with program partners to resolve home repair issues.

OPERATION HOPE | Trenton, NJ | Apr. 2023 to Feb. 2024

Financial Coach

- Created and managed community partnerships to increase client enrollment in free financial literacy and financial coaching programs.
- Delivered credit and budgeting workshops and met with clients monthly to discuss their finances.

CAREER BREAK | Colombia, Peru, Mexico, Spain | Dec. 2021 to Mar. 2023

- Attended Spanish school and taught English as a Second Language.

PER SCHOLAS | Newark, NJ | May 2019 to Sep. 2021

Financial Coach

- Marketed financial coaching services by: (i) increasing the number of financial literacy workshops from 3 workshops to 6 by adding workshops on homeownership, employer benefits, and avoiding predatory financial products, and (ii) introducing newsletters covering popular financial topics.
- Provided individual financial coaching to address the financial concerns of program participants.
- Collected, analyzed, and reported on the financial confidence and needs of program participants measured via surveys.

CAREER BREAK | Panajachel, Guatemala | Jul. 2018 to Jan. 2019

- Attended Spanish school.

COMPASS WORKING CAPITAL | Boston, MA | Apr. 2015 to Jun. 2018

Senior Financial Coach (Jan. 2017 – Jun. 2018)

- Promoted to Senior Financial Coach in January 2017 after achieving the Accredited Financial Counselor (AFC) certification.
- Trained and provided ongoing support to new financial coaches on financial content and racial/cultural sensitivity.
- Created financial education resources and new financial workshops to cater to the needs of the client demographic.

Financial Coach (Apr. 2015 – Jan. 2017)

- Guided clients with establishing and working towards financial goals by providing workshops and long-term one-on-one financial coaching on budgeting, credit and debt management, and asset-building.

COMMISSION ON ECONOMIC OPPORTUNITY | Wilkes-Barre, PA | Nov. 2011 to Mar. 2015

Energy Efficiency Educator (Nov. 2011 – Oct. 2012)

- Encouraged energy efficient practices in low-income households to reduce electric bills in partnership with WIPP (Weatherization Innovation Pilot Program) and a local utility company.
- Assisted clients with signing up for weatherization and winter utility assistance programs.

- Installed home energy monitors to track residential energy use and provided education on energy efficiency and reading electric bills.

Development Assistant (Oct. 2012 – Apr. 2013)

- Redesigned campaign materials and assisted with writing grants.
- Researched prospective donors to increase individual donor and corporate sponsorship participation.

Case Manager (Oct. 2012 – Mar. 2015)

- Oversaw a program aimed at reducing barriers to gaining long-term employment for persons receiving cash welfare assistance.
 - Created a new curriculum and workshops to encourage active participation and successful completion of the Work Ready program.
 - Kept track of clients' weekly timesheets, record all correspondence with clients and update client files to ensure compliance with program outcomes.
-

Volunteering

THE BENJAMIN BUS PROJECT | Panajachel, Guatemala | 2023 - Present

Fundraising/Email Marketing Volunteer

- Responsible for outreach and designing email marketing campaigns geared to individual donors. The Benjamin Bus Project provides reliable transportation for children with special needs for them to attend school.

FRIENDSHIP BRIDGE | Panajachel, Guatemala | Sep. 2018 to Nov. 2018

Financial Education Volunteer

- Created a short and easy to understand financial literacy curriculum in Spanish on over-indebtedness and credit management to disseminate to clients.

DETANGLE YOUR MONEY | Boston, MA | Jan. 2017 to Jun. 2017

- Co-created a project aimed at addressing systemic financial exclusion by developing partnerships with community organizations to deliver free financial literacy workshops for the public.
-

Education

UNIVERSITY COLLEGE LONDON, London, UK | Sep. 2008 to Nov. 2009

MSc Environment and Sustainable Development

ST. JOHN'S UNIVERSITY, Queens, NY | Sep. 2005 to May. 2008

BA History, Anthropology