

Maisie Brennan

Child Care Resource Specialist

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STRENGTHS

- 🗣 **Provider guidance**
Explained licensing and assistance program requirements in plain language, helping providers leave conversations with clear next steps.
- 📋 **Case coordination**
Balanced appointments, site visits, records, and follow up across active cases; colleagues relied on organized status notes.
- 🔒 **Confidential service**
Handled sensitive family and business information carefully, preserving trust during telephone, email, and in person support.
- 🔗 **Resource connection**
Verified local services before sharing referrals, a small practice that improved confidence among families and providers.
- 👥 **Team partnership**
Worked with coaches and community staff on difficult questions, creating smoother handoffs and more consistent provider guidance.

SKILLS

Provider support

Early childhood education

Licensing compliance

Assistance program guidance

Orientation site visits

Business practices

Child care referrals

Community resources

Customer support

Client confidentiality

Guideline interpretation

SUMMARY

Child care resource and customer support professional with four years supporting early childhood providers, families, and community partners. Provides clear guidance on **licensing requirements**, child care assistance program expectations, referrals, **business practices**, and local resources. Conducts **orientation site visits**, coordinates appointments, manages follow up, and maintains accurate confidential records across regional workloads. Explains program guidance in accessible language, escalates questions requiring specialist review, and connects providers with coaches and **multidisciplinary colleagues**. Brings practical experience with email, scheduling, word processing, data entry, record organization, telephone service, and routine administrative work. Supports varied communities with respectful communication and reliable follow through. Can contribute responsive provider support, organized case coordination, and practical resource connections across a busy child care service program.

EXPERIENCE

Child Care Resource Specialist

Treasure Valley Early Learning Network 📅 May 2024 - Present 📍 Boise, ID

Supports a regional provider caseload involving licensing documentation, child care assistance program guidance, referrals, business practices, site visits, confidential records, and coordination with early childhood coaches and community resource staff.

- Managed regional provider inquiries involving licensing documentation, assistance programs, **referrals**, and **business practices**.
- Conducted **orientation site visits**, documented **provider needs**, and tracked follow up items in organized records.
- Translated licensing guidance into clear action steps without making decisions outside program authority.
- Coordinated appointments, email **follow up**, **data entry**, and resource requests across active provider cases.
- Partnered with coaches and community staff to route complex questions and connect families with services.
- Maintained professional telephone service and consistent intake notes during high volume periods.

Provider Support Coordinator

Snake River Family Resource Collaborative 📅 July 2022 - April 2024 📍 Nampa, ID

Delivered provider and family support across early learning referrals, community assistance resources, outreach projects, calendars, documentation, confidentiality practices, and coordination with local early childhood organizations.

- Delivered front line support for providers and families seeking early learning and **community resources**.
- Maintained calendars and task queues across outreach projects, **appointments**, documentation, and follow up.
- Explained published program guidelines and application requirements by **telephone** and **email**.
- Entered provider updates, referral notes, and contact outcomes into confidential program records.
- Prepared resource packets covering **child care quality**, business **organization**, and family support services.
- Coordinated with early childhood organizations to verify resources and improve referral accuracy.

Customer Support Representative

Early Steps Community Services 📅 September 2020 - June 2022 📍 Meridian, ID

Provided telephone and email support for families and community service participants, managing appointments, records, data entry, referrals, confidentiality, and daily follow up across multiple program calendars.

Telephone etiquette

Workload coordination Data entry

Record organization

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Child Care Resource Specialist at Treasure Valley Early Learning Network (2.4 Years)

● Provider Support Coordinator at Snake River Family Resource Collaborative (1.8 Years)

● Customer Support Representative at Early Steps Community Services (1.8 Years)

- Served as a primary contact for families, clarifying needs and routing requests accurately.
- Scheduled appointments and maintained service records across multiple program calendars and staff members.
- Processed **data entry** and document updates with careful attention to confidentiality and completeness.
- Organized incoming requests by urgency and program area, reducing missed **follow up**.
- Connected callers with child care, food, transportation, and family support resources.
- Shared recurring client questions with staff, supporting clearer guides and consistent responses.

PROJECTS

Provider Orientation Support 📅 2024

Created organized orientation follow up practices for prospective child care providers, combining site visit notes, licensing guidance, appointment tracking, and resource referrals.

Family Resource Referral Coordination 📅 2023

Coordinated community resource information for families and providers, verifying service availability and organizing clear referral notes for timely follow through.

LEADERSHIP & AWARDS

- Recognized by colleagues for dependable provider follow up and clear communication during complex service requests.
- Selected for consistent handling of confidential family information and accurate administrative records.
- Provided peer support on resource referrals, appointment coordination, and organized case documentation.

EDUCATION

Associate of Applied Science in Early Childhood Education

College of Western Idaho 🎓 GPA: 4.0 📅 2020 📍 Nampa, ID

Coursework: Early childhood development, child care administration, family engagement, child guidance

CERTIFICATIONS

- Child Development Associate Credential 📅 2021
- Adult and Pediatric First Aid, CPR, AED 📅 2025

TECHNICAL SKILLS

- **Communication Tools:** Email, telephone systems, professional correspondence
- **Scheduling Systems:** Calendars, appointment scheduling, task queues
- **Office Applications:** Word processing, spreadsheets, document editing
- **Data Management:** Data entry, record updates, case tracking
- **Record Organization:** Intake notes, referral notes, document filing
- **Child Care Compliance:** Licensing requirements, assistance programs, program expectations
- **Provider Services:** Orientation visits, provider support, business practices
- **Referral Services:** Child care referrals, family resources, community resources
- **Customer Support:** Telephone support, email support, in person service
- **Privacy Practices:** Client confidentiality, family information, business information
- **Workload Coordination:** Project tracking, appointment follow up, priority management

PROFESSIONAL AFFILIATIONS

- Early childhood professional community participant, supporting provider quality and family resource connections.
- Community resource collaboration participant, coordinating referrals with local service organizations.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST