

Maisie Brennan

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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

May 2024 - Present

Treasure Valley Early Learning Network

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

July 2022 - April 2024

Snake River Family Resource Collaborative

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

September 2020 - June 2022

Early Steps Community Services

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.

- 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

2020

College of Western Idaho GPA: 4.0

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

SKILLS

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|-------------------------------|---------------------------|----------------------------|-------------------------|
| • Provider support | • Orientation site visits | • Customer support | • Workload coordination |
| • Early childhood education | • Business practices | • Client confidentiality | • Data entry |
| • Licensing compliance | • Child care referrals | • Guideline interpretation | • Record organization |
| • Assistance program guidance | • Community resources | • Telephone etiquette | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST