

DAIKA GERMAIN

PREVEAUDAIKA@GMAIL.COM

Compassionate support specialist with experience in education, social services, and healthcare. Proven ability to enhance reading comprehension and meet diverse student needs through effective tutoring. Committed to leveraging community resources to advocate for clients and support their goals. Seeking to contribute expertise in a dynamic environment focused on positive outcomes.

EXPERIENCE

AmeriCorps Adult Literacy Tutor AmeriCorps
August 2024 - Present

- Tutoring students in reading comprehension
- Assisting students in completing assignments in English
- Monitoring and recording student progress
- Coaching students on job preparation based on fields of interest

Outbound Contacts Representative · Remote
Humana · March 2023 - August 2024

- Contacted members and providers about various issues to ensure timely inquiries and met service quality standards.
- Performed administrative and customer support tasks to deliver excellent customer service.

Data Support Coordinator
The Children's Place at Home Safe · November 2021 - February 2023

- Built empathetic client relationships and exceeded service standards. Scheduled intake interviews for program admissions.
- Supported the program director and staff administratively. Prepared reports and assisted with QI statistical analysis.
- Handled incoming calls and inquiries, responded to clients, and scheduled appointments.
- Facilitated client entry into the program and coordinated care.

System Navigator
The Children's Place at Home Safe · April 2019 - November 2021

- Assisted clients and families in navigating Palm Beach County's Social Service system.
- Completed courses for continuing education in Social Work.
- Stayed informed about community resources, including financial assistance and housing options.
- Developed detailed care plans for clients, including referrals to specialists and resources.

EDUCATION

Palm Beach State College
Bachelor of Arts in Social Work

CORE SKILLS

- Strong organizational and multitasking skills
- Keen attention to detail
- Effective problem solver with excellent communication and listening abilities
- Proficient in Microsoft Office
- Fluent in English, Spanish, and Haitian Creole

AWARDS

3-Time Employee of the Month Recipient at Humana for 2023-2024

REFERENCES

Christopher Thompson
AmeriCorp
CThompson@literacyabc.org

Megan Wiston AmeriCorp
MWiston@literacyabc.org

D. G.

THANK YOU FOR TAKING THE TIME TO READ MY RESUME. IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT.



301 SW 14th Avenue, Delray Beach, FL 33444
Phone (561) 266-1200 email: Delrayfsacegrp@palmbeachschools.org

To Whom It May Concern,

I am delighted to provide this letter of reference for Daika Germain, who has been a very special addition to our team. Daika came to us through her volunteer work with AmeriCorps. During her tenure as a tutor, she has consistently demonstrated unwavering dedication, compassion, and a genuine commitment to supporting the success of every student she works with.

In her role, Daika has demonstrated exceptional skill in engaging students across various settings, including one-on-one sessions, small groups, and whole-class lessons. She has supported students in diverse programs such as our ESOL classes and Career & Technical Education courses. Her ability to build strong connections with students and adapt her teaching approach to address individual needs has been vital in creating a nurturing and inclusive learning environment.

Beyond her primary responsibilities, Daika has willingly and professionally embraced additional office duties. She is always ready to assist, demonstrating unwavering commitment and a kind, generous spirit. Her dependability and adaptability are evident in her dedication to staying late whenever needed, ensuring every task is completed to the highest standard with care and attention to detail.

Staff truly enjoy working with Daika, as she is easy to get along with and strives to support them in any way possible. Her positive attitude and collaborative spirit make her a true asset to any team.

It has been a pleasure to supervise Daika, and I am confident that she will bring the same level of passion, excellence, and integrity to any future endeavor. Please do not hesitate to contact me at [REDACTED] or joseph.cortes@palmbeachschools.org should you require further information or wish to discuss her qualifications in greater detail.

Sincerely,

Joseph Cortes

Joseph Cortes

Site Administrator

Delray Full-Service Adult Education Center

It is the mission of Delray Full-Service Adult Education Center to inspire, equip and strengthen individuals, families, and communities!!

Palm Beach County Schools - Rated "A" by the Florida Department of Education 2005 - 2024

www.palmbeachschools.org

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March 24, 2025

To Whom It May Concern,

I am pleased to write this letter of recommendation for Ms. Daika Germain, an outstanding member of our Literacy AmeriCorps team. Since joining our program in August 2024, Daika has been an exceptional addition, demonstrating an unwavering commitment to literacy, education, and community service.

In her role as an ESOL instructor, Daika works with adult learners who are striving to improve their English language skills. She approaches her work with patience, dedication, and a genuine passion for helping others succeed. Her ability to create a supportive and engaging learning environment has had a profound impact on her students, many of whom have made remarkable progress under her guidance.

Beyond her work in the classroom, Daika is a true team player who consistently goes above and beyond. She is always willing to lend a helping hand to her colleagues, never hesitates to step up when needed, and approaches every task with enthusiasm and professionalism. Her kindness, reliability, and strong work ethic make her an invaluable asset to our team.

I wholeheartedly recommend Ms. Daika Germain for any opportunity within your organization. She is a remarkable individual whose dedication to literacy and service will undoubtedly make a positive impact wherever she goes.

Please feel free to contact me if you require any further information at [REDACTED].

Sincerely,

Christopher Thompson

Director of Recruitment and Retention

Cthompson@literacypbc.org