

LAKITRIC LUCAS PROBATION/PAROLE

Greensboro, NC ✉ llucas3@nccu.edu ✉

An exceptional probation professional dedicated to increasing community safety, reducing recidivism and defending probationers of Guilford County. Professionally communicates with clients and their networks to obtain information to assist with case management.

AREAS OF EXPERTISE

- ✓ Firearms Training
- ✓ Conflict Resolution
- ✓ Records Management
- ✓ Database Searches
- ✓ Field Supervision
- ✓ Warrantless Searches
- ✓ Decision Making
- ✓ Risk/Needs Assessments
- ✓ Reports/Documentation Preparation
- ✓ Cardiopulmonary Resuscitation Certified
- ✓ Knowledge of State, Local, Federal Laws
- ✓ Case Planning
- ✓ Drug Screening
- ✓ Public Speaking
- ✓ Interview/ Reporting

SYSTEM KNOWLEDGE

- ✓ Proficient with Microsoft Office (Word, PowerPoint, Excel)
- ✓ Office Equipment: Fax machines, photocopiers, videoconferencing, PABX systems, and general office equipment
 - ✓ Typing speed: 60 WPM
 - ✓ Internal feeder systems (HFCS & TFCS)
 - ✓ VCAP,AOC,CJLEADS,FMS,OPUS

EXPERIENCE & NOTABLE CONTRIBUTIONS

NORTH CAROLINA DEPARTMENT OF ADULT CORRECTIONS, GREENSBORO, NC

2020 - PRESENT

PROBATION/ PAROLE OFFICER

- Providing supervision, case management and intervention services to criminal offenders released to the community.
- Utilizes electronic monitoring systems, curfews, searches and drug screenings as interventions.
- Develops and implements extensive case management plans, using principles of evidence-based practices to continue the rehabilitation process and work toward successful completion of the probation/parole supervision.

- Testifies in court and has extensive interaction with court personnel, victims, community agencies, and law enforcement personnel.
- Carry OC Spray
- Able to carry out searches of the person, residence and vehicle

UNITED HEALTHCARE GROUP, GREENSBORO, NC

2019 - 2020 PROVIDER SERVICE ADVOCATE

- Extract and prepare periodic reports for management and analyze reports that are necessary to carry out the functions of the department
- Review claims processing systems to identify specific claim edits and audits applied on claims. Analyze claim edits and audits to determine reasons for claim denials.
- Review debt recovery systems to troubleshoot reasons for pending accounts receivables and the generation of overpayment demand letters. Review and analyze data to determine reasons for overpayments.
- Embrace diverse backgrounds and understand the needs of those customers who may not have as extensive knowledge of Medicare rules and regulations.

UNITED PARCEL SERVICES, GREENSBORO, NC

2018-2019

FEEDER ADMINISTRATION

- Answered, screened, and redirected an average of 40 telephone calls with professionalism and efficacy.
- Managed schedules for the drivers, organized office functions and oversaw daily operations.
- Forecast, optimized and booked loads and equipment to support customer needs and requirements.
- Communicated exceptions to destination dispatch, customers, and carriers to provide information and to ensure accuracy.
- Excel at resolving challenges with innovative solutions, systems and process improvements that increase efficiency, customer satisfaction and the bottom line.

BLACK BARBIE HAIR SALON, GREENSBORO, NC

2013-2018

EXECUTIVE ASSISTANT

- Increased sales by 20% through social media marketing.
- Acted as liaison between employees and clients to ensure all customer service inquiries, and complaints were handled properly.
- Handled administrative aspects of sales including recorded inventory, accepts customer payments, and inputs daily sales logs.
- Implemented and conducted career seminars, scheduled and confirmed interviews as well as arrange job advertisements.
- Managed salon operations including booth leasing, bookkeeping, accounting, multi-line phone, scheduling, and social media platforms

EDUCATION

B.S. IN CRIMINAL JUSTICE,
Fayetteville State University, NC

Graduated, May 2017

M.S. IN CRIMINAL JUSTICE
North Carolina Central University, NC

Graduated, May 2025

