

# Sherene Cade

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## SUMMARY

Dynamic and versatile professional with 20 years of experience in education, banking, and mental health. Expert in creating engaging user experiences, adapting to new technologies, and fostering innovation. Skilled in leadership, coaching, and community engagement.

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## EXPERIENCE

### English Teacher / Aspen Challenge Coach

KIPP New Orleans Schools

July 2020 - January 2025, New Orleans, LA

- Designed and implemented engaging English language arts lessons.
- Led clients as an Aspen Challenge Coach, guiding them in innovative solutions.
- Integrated technology into the classroom setting to enhance learning experiences.
- Implemented a Learning Management System for the Aspen Challenge program, resulting in 40% improvement in student tracking, lesson planning, and interactive teaching efficiency in English coursework.
- Implemented innovative teaching strategies by developing and conducting over 50 virtual trainings, enhancing the English language proficiency of over 200 clients, contributing to an overall 30% improvement in standardized English test scores in the Aspen Challenge.

### Mental Health Professional

Aspiring

January 2018 - May 2020, New Orleans, LA

- Provided counseling and support to clients.
- Led mental health workshops and programs, advocating for holistic approaches.
- Designed tailored therapeutic interventions for clients, utilizing cognitive-behavioral techniques, which contributed to a 25% enhancement in client recovery outcomes over a six-month period.

### Assistant Branch Manager

1st NBC Bank

June 2009 - August 2014, New Orleans, LA

- Developed strong customer relationships through personalized financial advice.
- Implemented new banking software to improve user experience and operations.
- Streamlined branch operations by implementing a new customer relationship management system that led to a 30% increase in client retention and contributed to a revenue growth of 15% within the first year of adoption.
- Facilitated customer-facing roles by training staff on service excellence strategies, enhancing customer satisfaction scores by 20% over 12 months using service quality metrics.

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## EDUCATION

### Bachelor of Science in Psychology

Minor in Biology • Southern University • New Orleans, Louisiana • 2010

### Master of Arts in English Literature

Loyola University • New Orleans • 2001

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## SKILLS

Education, Banking, Mental Health, User Experience Design, Technology Adoption, Leadership, Coaching, Community Engagement

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