

JEROME THOMAS

Experienced Veterans' Services leader seeking to leverage expertise in program management, community engagement, and advocacy to enhance veteran support initiatives and organizational success.

EXPERIENCE

APRIL 2024 – PRESENT

DIRECTOR OF VETERAN SERVICES, CITY OF SOMERVILLE

Lead strategic planning and execution of programs that support veterans and their families, ensuring access to benefits, resources, and advocacy.

- Directed all aspects of veterans' services, including benefits counseling, outreach, and case management for diverse veteran populations.
- Ensured compliance with state and federal guidelines governing veterans' benefits and services.
- Developed and maintained partnerships with local, state, and national organizations to expand resources and opportunities for veterans.
- Managed departmental budget, allocated resources effectively, and secured funding through grants and partnerships.
- Supervised and mentored staff, promoting professional growth and high-quality service delivery.
- Represented veterans' interests in public forums and interagency collaborations.
- Increased veteran outreach, streamlined benefits application process, and implemented new programs addressing mental health and employment support.

APRIL 2022 – MARCH 2024

DIRECTOR OF VETERAN SERVICES (DEPARTMENT HEAD), TOWN OF DRACUT

- Represented town and interests with community organizations, government agencies, and the general public.
- Present the Board of Selectmen with departmental updates during quarterly town hall meetings.
- Maintained accurate records and full compliance with government regulations and agency guidelines.
- Serving veterans and their families by administering timely completion of veterans benefits packages and claims.

2020 – 2022

MEN'S DIRECTOR, TRINITY EVANGELICAL CHURCH

- Developed and conducted a wide variety of programs and activities that met the various contemporary needs of a diverse male constituency.
- Encourage and facilitate meaningful spiritual, mental, and emotional growth among the men of the church.
- Mentor men in this ministry.

NOVEMBER 2016 – 2022

JEROME THOMAS

NOTARY SIGNING AGENT, JMT NOTARY

- Comply with all legal standards and regulations.
- Confirm appointment with the borrower in advance of closing.
- Meet with the borrower to conduct real estate closings.

2004 – 2016

MORTGAGE CONSULTANT/SALES MANAGER, NORTHERN MORTGAGE SERVICES

- Manage loan officers in originating & closing mortgage loans
- Ensure the timely and accurate packaging of all loans, taking each file from pre-approval to closing
- Originate loans from self-generated loans, referrals, and by company generated loans

2001 – 2004

DESKTOP SUPPORT SPECIALIST, STAPLES INC

- Provide support for desktop computer operation systems and hardware peripherals
- Proactively resolve customer problems with equipment, services and time-sensitive issues

1997 – 2001

AVIATION OPERATIONS SPECIALIST, UNITED STATES MARINE CORPS

- Coordinated/oversaw staff members in daily operations
- Assisted in the preparation of operation plans and orders, training directives, programs and orders

EDUCATION

JUNE 2016

COMPUTER NETWORKING, NORTH SHORE COMMUNITY COLLEGE

JULY 2001

COMPUTER SCIENCE, MIRAMAR COLLEGE

SKILLS

- Payroll and Budgeting
- Complaint resolution
- Report Preparation
- Client Management
- Database Administration
- MS Office 365