

SAMANTHA BALAK
Forest Hills, NY 11375
(917) 324-9792 | sbalak714@gmail.com

SUMMARY

Results-driven and highly motivated professional with a strong foundation in criminal justice, public health policy, and operational leadership. Brings nearly 5 years of experience supporting research, policy coordination, and program implementation at the intersection of criminal justice and public health as a Policy Coordinator at John Jay College of Criminal Justice. Skilled in project coordination, stakeholder engagement, data management, and maintaining compliance with institutional policies and standards. Additional 14+ years of experience in fast-paced, high-stakes environments, demonstrating strong communication, multitasking, and team leadership abilities.

PROFESSIONAL DEVELOPMENT

Microsoft Office Suite | Data Entry & Management | Adobe Creative Cloud

SKILLS

Relationship Building | Staff Training & Leadership | Time Management & Multi-tasking

EDUCATION

John Jay College of Criminal Justice, CUNY **May 2022**
Master of Criminal Justice

John Jay College of Criminal Justice, CUNY **July 2020**
Bachelor of Criminology with Minor in Sociology

PROFESSIONAL EXPERIENCE

P2PH, From Punishment to Public Health New York, NY **February 2021 - Present**
Policy Coordinator

- Coordinates policy and research initiatives focused on the intersection of criminal justice and public health, supporting projects related to community safety, health equity, and system reform.
- Collaborates with faculty, researchers, and community partners to advance evidence-based recommendations and support program implementation.
- Manages project timelines, meeting logistics, and communications to ensure effective workflow and compliance with institutional and grant requirements.
- Coordinates events and hosts mixers for young professionals, facilitating networking opportunities and strengthening engagement within the justice and public health communities.

Resorts World Casino NYC & Hyatt Regency JFK, Queens, NY **July 2021 - October 2025**
Food and Beverage Floor Manager

- Managed daily floor operations in a fast-paced casino environment, ensuring optimal customer service and smooth operations for 6 food-service outlets, 2 bars, 7 service bars, and a full-service restaurant.
- Lead, trained, and supervised new employees, ensuring adherence to company policies and standards.
- Coordinated with culinary teams to maintain timely food delivery and uphold all health, safety, and sanitation standards
- Resolve escalated guest issues professionally and efficiently, ensuring a positive guest experience in a fast-paced setting.

Mojo Restaurant (formerly Exo Café), Queens, NY **June 2016 - January 2022**
Server and Bartender

- Generated an average of \$3,000 in sales per shift, consistently exceeding sales targets.
- Developed and implemented quarterly action plans for server and bartender duties.
- Created engaging content on Instagram to advertise restaurant brand and promote new menu items.
- Managed weekly inventory for liquor and bar supplies, submitting reports to management for ordering.

Outback Steakhouse, Queens, NY **June 2012 - June 2016**
Server/Host (Certified Trainer for Servers and Hosts)

- Trained 5-10 newly-hired personnel quarterly, helping them transition into their roles effectively.
- Supervised and assigned tasks to teams of 10+ hosts and servers, ensuring proper training on processes and materials.