

Debbie Antoine

864-353-1574 | 864-353-1574 | debbieannwoantoine@gmail.com | Townville, SC 29689

www.linkedin.com/in/debbieawoantoine

<https://www.credly.com/users/debbie-antoine>

PROFESSIONAL SUMMARY

Dynamic Membership Associate at Foothills YMCA, skilled in enhancing member engagement and retention through effective onboarding and CRM management. Proven ability in donor engagement and data accuracy from my tenure at HOPE Missions. Strong in cloud technology and adept in communication, contributing to improved customer experiences and operational efficiency.

SKILLS

- AWS
- GitHub
- MS Office
- Donor Engagement
- Data Analysis
- Documentation
- Project Management
- Generative AI
- WordPress
- Confluence
- Google Workspace
- Project Coordination
- Workflow Optimization
- Newsletter Design
- Canva
- Content Creation
- Jira
- Bloomerang
- Volunteer Management
- Cloud Technology
- Technical Writing
- Medical Laboratory Technology
- Graphic design
- Web Design

WORK EXPERIENCE

Membership Associate

Foothills YMCA, 2023 - Current

- Led onboarding for 30–50+ new members weekly, guiding account setup and program enrollment to ensure a seamless and positive customer experience. Educated members on available services and programs, contributing to a 15–25% increase in program engagement and participation.
- Maintained accurate CRM records for hundreds of active member accounts, resolving account issues with a 95%+ accuracy rate to support retention and operational efficiency.
- Served as a frontline customer advocate in a high-volume, fast-paced environment, responding to 50+ inquiries per shift while maintaining professionalism and member satisfaction.
- Provided on-site administrative, registration, and event support for multiple programs and community events, ensuring 100% accurate registrations and smooth event execution.

Office Manager

HOPE Missions of the Upstate, 2024 - 2025

- Served as primary administrator for Bloomerang CRM, managing accurate entry and maintenance of 1,000+ donor, volunteer, and constituent records, including donations and interaction notes.
- Processed and recorded hundreds of donations monthly, supporting timely donor acknowledgments and ensuring 95–100% data accuracy and stewardship compliance.
- Maintained donor and volunteer database integrity through routine audits and updates, enabling clean reporting and fundraising readiness for campaigns and appeals.
- Generated weekly, monthly, and ad hoc donor and grant reports for leadership, audits, and compliance, supporting informed decision-making and transparency.
- Supported grant reporting for multiple active grants by collecting program data, maintaining documentation, and ensuring on-time submission requirements were met.
- Assisted with nonprofit communications by creating and distributing email newsletters and impact updates via Constant Contact, reaching hundreds to thousands of subscribers and supporting donor engagement.
- Coordinated administrative and logistical support for fundraising events and community outreach initiatives, ensuring smooth execution and positive donor and participant experiences.

Associate DevOps Engineer

GoCanvas, 2022 - 2023

- Supported post-implementation success of a cloud-based SaaS platform by creating and maintaining 20+ internal knowledge base articles, process guides, and support resources, improving issue resolution speed and product understanding.
- Partnered cross-functionally with engineering, product, and internal support teams to identify and address customer-impacting issues, track enhancements, and support ongoing system reliability.
- Translated complex technical system behavior into clear, user-friendly documentation, enabling faster adoption and more efficient troubleshooting for internal teams and end users.
- Contributed to improved customer experience by reducing repeat support issues by approximately 15–25% through standardized workflows, clearer documentation, and updated support guides.

AWS Data Analytics Intern

Generation USA hosted by Belle Fleur Technologies, 2021 - 2022

- Acquired business and technical knowledge in AWS foundations of the AWS APN network in cloud economics, data analytics, and accreditation.
- Collaborated as the Product Owner with team members remotely using Google Meet and Amazon Chime while implementing the scrum agile framework for delegating and completing dashboard visuals using AWS Quicksight and bringing data through ETL pipeline using services such as AWS Glue, Athena, AWS Glue Brew, S3, and IAM.

MLT Generalist

American Health Associates, 2019-2020

- Hematology: Performed Complete Blood counts using the Beckman Coulter DXH800, performed Coagulation testing using the Sysmex Siemens CS2500, Performed Urinalysis using the Clinitek.
- Chemistry: Performed blood using the Access 2 system; Prepared specimens for reference laboratories that had special testing
- Microbiology: Performed Flu testing as well as inoculated urine and stool cultures for sendoff to reference microbiology laboratory.

MLT Generalist

Anmed Health Cannon, 2017-2017

- Hematology: Performed Complete Blood counts using the Beckman Coulter Hmx, performed Coagulation testing using the Sysmex, Performed Urinalysis using the Clinitek Plus.
- Chemistry: Performed blood and urine chemistries using the DXC 600 and Access 2 systems; Prepared specimens for reference laboratories that had special testing
- Microbiology: Performed Flu, Strep, and RSV testing as well as gram stains for positive blood cultures/stools/sputum
- Immunohematology: Performed ABO/Rh testing, Type and Screens, and Crossmatches for patients. Investigative DAT and follow up testing on transfusion reactions.

Testing Lab Technician

The Blood Connection, 2016- 2017

- Performed donor testing of blood samples using Roche Cobas 6800 (Zika), Roche Cobas s201 system (MPX, WNV), Beckman Coulter PK7300 (ABO/Rh, Syphilis, CMV), Immucor Neo (ABO/RH, Antibody Screening), Galileo (ABO/Rh, Antibody Screening), Cell Dyn Ruby (Plt counts, Hct).
- Performed donor testing using manual blood banking procedures for forward/reverse and Rh typing, antibody screening, and hemantigen screening.

EDUCATION

Bachelors of Arts: Information Management and Systems

University of South Carolina Upstate, Spartanburg, SC

Dec 2020

- Minor in Business Administration
- Graduated cum laude

Bachelors: Biological Sciences

Clemson University, Clemson, SC

Dec 2013

Associates: Medical Laboratory Technology

Tri-County Technical College, Pendleton, SC

May 2015

CERTIFICATIONS

- IBM Cybersecurity Fundamentals, 2025, Cybersecurity & Cloud
- Microsoft Azure Fundamentals, 2022, Cybersecurity & Cloud
- IBM Cloud Fundamentals, Cybersecurity & Cloud
- AWS AI Practitioner, 2025, AI & Generative AI
- Databricks Generative AI Fundamentals, 2025, AI & Generative AI
- Ethics in the Age of Generative AI, 2025, AI & Generative AI
- Nonprofit Management Foundations, 2025, Nonprofit & Community
- Fundraising & Growth Strategies, 2025, Nonprofit & Community
- LivingWorks Faith & Start, 2025, Nonprofit & Community
- Atlassian Agile Project Management Certificate, 2024, Agile & Project Management
- Agile w/ Jira & Confluence, 2024, Agile & Project Management
- GitHub Actions & Copilot, 2024, Agile & Project Management
- DevOps Foundations, 2022, Agile & Project Management
- Technical Writing, 2024, Technical & Communication
- Canva Web/Digital Design, 2024, Technical & Communication
- Salesforce Training, 2024, Technical & Communication
- Data Analytics & Dashboards, 2021, Technical & Communication
- American Red Cross CPR/ First Aid, 2026, Basic Life Support