

MICHELLE McCANN, MSW, LCSW

Certified Angelic Healer

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PROFILE:

Professional with nearly 30 years' experience in business, social service, and education with an emphasis the last 4 years on spiritual development and coaching. Proven and extensive background in providing proactive leadership, customer, client, and staff relationship management within diverse for profit and non-profit settings. Strong relationship and communication skills with solid work ethic and emphasis on integrity enhance achievement of desired goals.

SKILLS:

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| Recruiting / Hiring / Staff Evaluation | Comprehensive Business / Program Management |
| Budget Development and Oversight | Business, Events and Program Planning |
| Training Development / Instruction / Group Facilitation | Ability to Motivate Staff and Program Participants |
| Strong Marketing and Project Management Skills | Writing and Publishing |
| Microsoft Word, Excel, PowerPoint, Publisher, Outlook | Spiritual Psychic, Mediumship, and Coaching |

PROFESSIONAL EXPERIENCE:


MICHELLE D MCCANN, AUTHOR & DIVINE CHANNEL, LLC ▪ Hockessin, Delaware June 2020 - present
Entrepreneurial business offering spiritual coaching and consultation to those wishing to connect with God, angels, spirit guides, ancestors, and departed loved ones.

- Provide readings, workshops, educational videos, and written blogs and emails to assist others on their spiritual and life journeys, with the foundational belief that all people can have direct access to divine wisdom. Divine communication skills can be learned with desire and dedication, just as any other skill that can be taught.
- Published the book *The Nature of God: The Revelation* which shares my story of learning to connect with God and the Angels and includes channeled messages to help others be able to do the same

BANK OF AMERICA ▪ Wilmington, Delaware 2014 – May 2020

Email Channel Manager

Managed execution of marketing and service campaigns within Bank of America's highly regulated and visible email channel.

- Implemented flawless execution and performance analysis of email campaigns supporting numerous partners and products across the organization, managing multiple projects concurrently while achieving goals and meeting aggressive deadlines.
- Partnered with creative agency, production, production support, program managers, compliance/legal/risk, technology, and reporting and analytics teams to build solid working relationships and implement initiatives.
-  Hired from a contractor position held as an Account Executive from 2013-2014

WIDENER UNIVERSITY ▪ Chester, Pennsylvania , 2008 - 2013

Director – Social Work Counseling Services / Clinical Instructor 2011 – 2013

Working within a team environment, directed Widener University Social Work Counseling Services in providing quality social work and psychological service to the community while offering graduate students professional experience.

- Managed Social Work Counseling Services, in concert with the leadership team and Widener faculty including responsibility for staffing, oversight of budgets, facilities operations, and identification and procurement of funding.
- Provided clinical/administrative supervision for graduate social work students to implement diverse programming in collaboration with community partners.
- Taught graduate level course work, acted as Faculty Field Liaison, Faculty Liaison to the Alumni Board, and Chair of the Continuing Education Committee.

Program Director / Clinical Supervisor 2008 – 2011

Directed a welfare-to-work program that provided qualified participants with individual and group counseling services and skill-based educational courses delivered by Widener graduate student interns.

- Led team of graduate students responsible for providing skill building training and counseling to clients. Provided weekly supervision and offered clinical supervision to staff working towards clinical licensure.
- Reviewed annual RFP, modified program design to meet mandates and developed proposals for funding.
- Successfully managed all aspects of program budget planning, encompassing allocation approval to ensure adequate program funding and continuation.

- Liaison to the Office of Employment and Training for client recruitment, transition and referral services, implementation of policy changes, and contract program and fiscal audits.

MICHELLE MCCANN

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CHILDREN AND FAMILIES FIRST ▪ Wilmington, Delaware, 2005 - 2007

Supervisor / Counselor

Managed staff, provided client counseling / consultation services for various agency programs.

- Supervised social work staff, delivered evidence-based program trainings and individual/group counseling services
- Implemented a pilot program to promote the social/emotional development of children within preschool settings. Developed and delivered center-wide child assessments, continuing education to teachers, and case consultation

ADOPTIONS FROM THE HEART ▪ Wilmington, Delaware, 2004 - 2005

Adoption Social Worker / Counselor

Provided counseling, education and support to both birth and adoptive families and administered adoption proceedings.

- Conducted information meetings, agency outreach and home studies. Facilitated adoption placements and provided individual and support group, post-placement counseling and supervision.
- Ensured compliance with legal and regulatory requirements for agency licensing, termination of parental rights, and adoption placement. Attended and testified at court hearings to make recommendations regarding procedures.

MBNA AMERICA BANK, N.A. ▪ Wilmington, Delaware, 1994 - 2002

MBNA Executive on Loan ▪ Boys & Girls Clubs of Delaware April – September 2002

- Collaborated with the capital campaign team to implement development strategies that generated more than \$1 million towards \$20 million fundraising goal and updated annual appeal approach, increasing funding \$140,000.

Vice President / Department Manager – Consumer Finance Strategies 2000 – 2002

- Led team of 6 analysts in creating and implementing marketing and credit strategies that increased outstanding loans by \$1.6 billion and improved credit automation rate from 10% to 15%.
- Revised secondary signoff strategies to reduce volume of applications requiring review by 40%.

Marketing Manager / Coordinator – Consumer Finance Business Development 1997 – 2000

- Implemented direct mail and statement marketing efforts generating \$1+ billion in cash volume.
- Enhanced database and reporting to track and analyze results of testing and marketing programs.
- Promoted from additional positions in Customer Satisfaction and Operations held 1994-1997.

CERTIFICATIONS AND RELEVANT COURSEWORK:

Licensed Clinical Social Worker – 2004 to present, State of Delaware, also formerly licensed in the State of PA

Lightworker School, 2020-2021, Tracey Gazel, Instructor

Mediumship Mentorship Course, 2020; Tammy Petrucelli, Instructor

Angelic Communication and Healing Certification, 2018-2020; Karan Tumas, Instructor

Psychic Development, 2018-2019; Laurie Blomer, Instructor

Intuition University, Spiritual Psychic Level One and Graduate Practicum, 2018-2109; Sara Wiseman, Instructor

Spiritual Psychic Development, 2017-2108, Andrea Bosbach, Instructor

Additional online spirituality and intuition coursework taken through various instructors

EDUCATION:

Master of Social Work, May 2004 – WIDENER UNIVERSITY ▪ Chester, Pennsylvania

GPA: 4.0 / Graduate Assistant / Study Abroad Seminar, Great Britain, Spring 2003

B.S. Advertising, May 1993 – UNIVERSITY OF ILLINOIS ▪ Urbana-Champaign, Illinois

GPA: 4.74/5.0 High Honors / University of Heidelberg, Germany, Summer 1991

VOLUNTEER:

Brandywine Springs School, 2005 – 2007. Coordinated School Health Program.

Recipient – Governor’s Outstanding Volunteer Award, 2002

Big Brothers Big Sister of Delaware – Mentor, 1999 – 2009. Recipient, Frederick B. Hill Award 2002

Saturday Morning Breakfast – Served low income / homeless Wilmington residents, 2002 – 2007

Mentored students through various community programs.

Meals on Wheels – Coordinated volunteer schedule and delivered meals, 2000 – 2002

National Foundation for Transplants – Managed fundraising campaign to benefit local liver transplant recipient.

Presenter – Delaware Association for the Education of Young Children Conference, Newark, Delaware 2005 & 2006

Former Volunteer / Member / Financial Supporter: American Heart Association, American Cancer Society, Boys and

Girls Clubs of Delaware, Child, Inc., NASW, Preservation Delaware, Sierra Club, WHY, WXP, Westminster Presbyterian Church, and Widener University.