

NAME

*Address
Address*

*(123) 123-4567
e-mail address*

OBJECTIVE

Seeking a position focused on establishing organizational development initiatives, building teamwork, and leading organizations to increased levels of productivity.

PROFESSIONAL PROFILE

- BA, Organizational Management, Warner Southern College
- AS, Space Operations Technology, Air Force Air University
- Member, American Society for Training Development (ASTD)
- Member, National Management Association (NMA)
- Areas of expertise include:
 - Operations Management
 - Quality Improvement/Control (ISO)
 - On the Job Training (OJT)
 - Use of productivity software
 - Project and Program Management
 - Building Customer Relationships
 - Instructional Systems Design (ISD)
 - Leadership Development/Coaching

OPERATIONS EXPERIENCE

- Managed all aspects of operations at a top-producing financial services firm.
 - Used communication skills to interact with clients, financial advisors, office workers and external company representatives on all issues.
 - Established unique Client Service Program to ensure top-notch attention for all clients. Improved the firm's client satisfaction rate and reduced account withdrawals by 30%.
 - Instituted process improvements to help firm earn over \$1.35 million sales income in 2001.
- Project manager for major organizational restructuring initiative.
 - Led 15-member team responsible for re-classifying, training and certifying 55 employees.
 - Used project management and supervisory skills to ensure project completed two months ahead of schedule at a savings of more \$60,000 per year.
- Served as a Proposal Evaluator for first-ever dedicated Source Selection Team.
 - Evaluated operations management areas of confidential proposals from leading defense-sector companies seeking award of a \$90 million space launch operations contract.
 - First-ever use of MS Access database tracked the sequence and status of all evaluations, reducing editing and review time by 25%, as well as providing a detailed electronic record.
 - Set the standard--successful selection process completed 2 months ahead of schedule.
- Authored a concept of employment and utilization proposal for training schools.
 - Provides requisite employee training prior to arrival at worksite. Successfully reduced training burden on organizations while reducing training completion times by more than 66%.
 - Maintained knowledge transfer at a cost saving of more than \$50,000 per year.
 - Alleviated training commitments allowed for expanded utilization of existing employees.

Continued

EMPLOYEE DEVELOPMENT EXPERIENCE

- Developed and administered employee improvement programs
 - Developed career progression manuals to help junior employees clearly identify their career paths, improve their personal skills, and attain education and career goals.
 - Developed new Employee Career Profiles containing career calendars and achievement checklists.
 - Proven results--75% of employees enrolled in college and 70% promoted to higher positions.
- Authored, developed and administered employee recognition programs.
 - Developed clearly defined criteria and standards for recognizing outstanding performance.
 - Created recognition boards to evaluate performance and identify outstanding individuals.
 - Task completion improved by 25% due to improved employee satisfaction and productivity.

TRAINING DEVELOPMENT EXPERIENCE

- Managed development and administration of unique training courseware at various locations
 - Provided training to senior managers on unique launch procedures at Cape Canaveral, FL.
 - While in FL, worked with graphics designer in California to develop both computer based and classroom materials to support training on one-of-a-kind launch monitoring equipment.
 - Established an innovative training alliance with Air Force and other contracted companies to successfully meet 100% of all contracted training objectives ahead of schedule.
- Adept at incorporating a variety of methods to accomplish training goals
 - Combined the use of Computer Based Training, self-study and interactive classroom sessions. Increases training alternatives and affords opportunity to reduce workplace absences by 66%.
 - Negotiated support agreements with department leads to ensure training objectives are met. Recently trained more than 550 employees on a new productivity software suite within 60 day limit.
- Selected to establish and develop new space launch operations training division
 - Responsible for drafting policies and procedures, providing direction and consultation services to five diverse organizations employing more than 250 workers.
 - Employed customer relations forum to bridge the gap between division staff members and workers who perform both highly technical and operations-level tasks.
 - Division completed 1 year ahead of schedule despite a reduction in staffing.

EMPLOYMENT HISTORY

- 2000 - 01 **Operations Manager, *Company name***
- 1999 - 00 **Manager, Technical Training Development, *Company name***
- 1998 - 99 **Supervisor, Employee Development, *Company name***
- 1996 - 98 **Manager, Training and Organizational Development, *Company name***
- 1995 - 96 **Lead Evaluator, Contract Proposal Team, *Company name***
- 1992 - 95 **Senior Instructor, Support Operations Division, *Company name***