Mary P. Pinkham  
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**Objective**   
To work as an adept analyst in an organization where my expert skills and proficiencies will be utilized to ensure mutual success and advancement.

**Education**

Master of the Arts, Organizational Psychology, 2000-2002   
Columbia University, St. Steven's College, New York, NY   
Projects:

* Focus of Study: Leadership and management development; clinical, counseling, and personality psychology in relation to employee development; performance management; job analysis and classification; and competency modeling
* Research Assistance: Diversity in workplace (coordinated with Ph.D. students for the study of data analysis)
* Bachelor of the Arts, English Composition, English Department Honors, 1997-2000   
  Boston College of Arts, Chestnut Hill, MA
* Study Abroad Program (Industrial Psychology, Academic Scholarship), 1996-1997   
  University of Richmond London, England
* Study Abroad Program (Arts and Fine Arts, Academic Scholarship), 1995-1996   
  University of Bourgogne Dijon, France

**Work Experience**

Analyst (Personnel Testing, Selection & Classification, and Human Resources)  
Metropolitan Transit Authority, New York City Transit, Brooklyn, NY  
August 2005 - Present

**Contributions:**  
Raised a revenue of over $5000 which was twice the amount raised in the previous year  
Ranked 2nd of 20 departments for average currency raised per employee

* Conducting interview-and-observation based job analysis and writing comprehensive job analysis reports for highly technical trade positions (e.g., mechanical engineer)
* Observing and assessing the tasks performed, working conditions, performance standards, and other relevant information
* Analyzing the information received with a view to determine the required knowledge, skills, and abilities
* Using the information to write current and accurate job descriptions, design valid and non-discriminatory Civil Service examinations, analyze the efficiency of the current organizational structure and recommend job design changes, and provide documentation to Labor Relations to ensure that the organization is legally compliant
* Developing multiple-choice and practical (i.e., skills-based) Civil Service examinations for operational titles
* Analyzing job analysis reports, studying job relevant source materials, consulting the subject matter experts, and employing psychometric testing knowledge
* Overseeing the administration of practical examinations which involve the testing of upto 20 candidates per day for upto 10 days
* Supervising several examiners as well as temporary assistants (contracted from an agency that employs individuals with physical/mental disabilities) who handle highly confidential materials
* Evaluating job applications on a weekly basis for numerous operational titles (e.g., rated over 5,000 applications for a specific title within two months involving the review of each applicant's education and experience in relation to the determined qualifications.)
* Voluntarily serving as a coordinator of the Departments Charity Drive
* Supervising and delegating responsibilities to the representatives who were charged with making face-to-face contact with over 500 employees in a period of 1 month

**Editor** (Operations)   
Personnel Decisions International (PDI), New York, NY   
June 2003-July 2005   
  
Company Profile: PDI is a talent development consulting firm specializing in assessment, training, and competency modeling and coaching   
Contributions: Played a key role in producing effective applicant analysis tests which helped in placing proficient, detail-oriented editors in the NY office. These assessment programs were distributed to all national offices for immediate implementation in the screening processes for both editorial and entry-level job applicants

* Designing an editorial assessment test to measure the skills of the editorial job applicants
* Designing and directing editorial training programs viz., Program for Newly Hired Editors and Operations Staff Members' Program
* Conducting extensive multiple-day training and creating numerous training materials
* Establishing and leading the cross-office Editors Network which improved the company-wide editorial consistency
* Editing assessment and development reports, sales proposals and presentations, marketing newsletters, etc.
* Writing business articles for company-wide newsletters
* Creating internal report writing resources (i.e., manuals and style guides)
* Working with the task force that created a new performance-management system for junior level employees

**Operations Supervisor** (Operations)   
Easy Solutions Inc., Boston, MA   
September 2002-May 2003

* Supervising the entry-level staff members
* Training the entry-level staff members to operate Siebel software and work on psychometric testing, project management, and scheduling
* Developing company-wide training manuals under the charge of the Senior Director of Operations
* Administering psychometric tests to clients (viz., Watson-Glaser, Wesman, Ravens, and MBTI)
* Assisting the consultants in project management
* Overseeing the administration of several senior level multiple-day assessment centers, incorporating upto 20 clients and 20 consultants involved in highly complex matrix schedules
* Answering the queries of the clientele regarding the status of their individual projects
* Assisting senior level clients in interpreting the data charts of their 360-degree reports
* Representing the organization in cross-office management meetings detailing the company-wide performance indicators
* Administering the recruitment-to-hire process for entry-level staff members
* Placing job postings on the internet and in local papers, reviewing resumes, conducting screening interviews, answering the questions of the applicants, and liaising with the corporate Human Resources
* Managing the administrative aspects of the organization like inventory control, management of vendor contracts, equipment troubleshooting, etc.

**Skills and Proficiencies**

* Microsoft Word, Excel, PowerPoint, Outlook, Access, Adobe Acrobat, Siebel 6.0, SPSS, and Visio
* Professional writing, editing, and proofreading abilities
* Ability to deliver state-of-the-art customer service
* Proficient skills in executing conflict resolution and mediation
* Expertise in conducting accurate job analysis and evaluation

**Certifications**   
Notary Public Certification, State of New York   
Certificate in Public Speaking & Presentation, Regional Slam-Poetry Competition, Boston, MA