

DOUGLAS F. RED

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PROFESSIONAL EXPERIENCE

Arthur J. Gallagher & Co., Rolling Meadows, IL

Training Coordinator for Gallagher Bassett

January 2019 – Present

- Facilitating weekly onboarding orientations for all new hires, class sizes range from 10 - 60 people
- Division's Super User for our Learning Management System (+4,500 active users)
- Creating and analyzing monthly reports for GB's executive team with data driven recommendations
- Coordinating with external vendors to bring our supervisors essential leadership training
- Managing two different training programs to deliver superior results
- Managing the internship process each year with the various departments SVPs.
- Globally enforcing the completion of compliance trainings for employees to preserve our ethical title.

Kohl's, North Riverside, IL

Store-Intern (Full-Time)

June 2018 – July 2018

- Gave sales reports to store manager and district manager
- Managed different departments throughout the store
- Drove sales and created customer loyalty

Target, DeKalb, IL

Guest Service Team Member

Nov 2017 – Sept 2018

- Identified and assessed the customer's needs to achieve satisfaction
- Promoted Target's Red Cards to increase loyalty
- Zoned merchandise on the shelves to make the store look immaculate

College Works Painting, Oak Park, IL

Branch Manager

Dec 2016 – Aug 2017

- Created and managed a business that generated \$13,000 in revenue
- Hired, trained, and managed a seven-employee branch
- Formulated and implemented plans for marketing, sales, employee recruitment, production operations, and profit maximization
- Balanced classes and part-time work while building a customer base

EDUCATION

Northern Illinois University, DeKalb, IL

Graduated in December 2018

- Major: Business Management with an emphasis in Human Resources
- Minor: Economics

Udemy, Online Courses

- Build Responsive Real-World Websites with HTML and CSS with Instructor Jonas Schmedtmann (Completed: Jan 18, 2022)
- The Complete JavaScript Course 2022: From Zero to Expert! with Instructor Jonas Schmedtmann (Expected completion: May 2022)
- Learning best practices and problem-solving techniques while gaining real world experience

LEADERSHIP ACTIVITIES

Alpha Phi Omega (Co-ed Service Fraternity), DeKalb, IL

2015 - 2018

President

December 2017 – December 2018

- Presided over all chapter meetings and executive board meetings of the organization
- Prepared and filed all reports while serving as the spokesperson for the organization

Evans Scholar

2014 - 2018

President of the NIU Evans Scholar House, DeKalb, IL

January 2017 – May 2018