

Thurman Earl Robinson Jr.

15634 Wallisville Rd #800-170, Houston, TX 77049

(323) 545-8969 | masterkingmalik@gmail.com

Citizenship: U.S. Citizen | Clearance: Secret | Former SCEP Federal Employee

Veteran Spouse Preference | Availability: Nationwide, Full-Time | Supervisor Contact: Yes

Target Series: 0201 (HR), 0343 (Program Analyst), 1750/1712 (Instructional Systems), 0301
(Mission Support)

FEDERAL EXPERIENCE

Recruiting Assistant / Administrative Clerk (SCEP)

U.S. Department of the Army – Fort Gregg-Adams Garrison

GS-0201-07 (Performed GS-11 duties) | 09/2010 – 04/2011 | 40 hrs/week

Supervisor: Ms. Jane E. Smith, Civilian Personnel Officer, (804) 765-1234 (may contact)

Duty Location: Fort Gregg-Adams (formerly Fort Lee), VA

- Executed full-cycle federal recruitment for 1,000+ applicants: screening, eligibility verification, interview coordination, onboarding
- Processed SF-50 personnel actions with 100% accuracy: pay plan/grade, duty location, veteran preference codes
- Served as Acting Program Manager (GS-11 equivalent): managed Steps 1–28 of SCEP lifecycle including classification, selection, appointment, and training
 - Developed onboarding curricula and HR systems training aligned to GS-12/13 instructional standards
 - Delivered LMS navigation, eOPF access, and SF-50 interpretation training
 - Supervised and mentored interns; conducted performance evaluations and career guidance
 - Implemented process improvements that reduced hiring cycle time by 15%
- Ensured compliance with ADA, Merit System Principles, and federal privacy regulations
 - Liaised with university career centers to recruit diverse talent pipelines
- Supported classification audits and PD development; aligned duties with OPM standards
- Created interview guides and onboarding modules that improved retention and reduced time-to-hire
 - Integrated Walmart and Disney HR leadership into federal recruitment and onboarding

PRIVATE SECTOR & OPERATIONS LEADERSHIP EXPERIENCE

Operations & Overnight Assistant Store Manager

Walmart Neighborhood Market – Marietta, GA / Midlothian, VA

06/2010 – 12/2013

- Opened new \$10M+ facility; managed \$10.1M monthly net sales and \$2.5M gross profit goals
 - Increased sales by 18%, NOI by 13%, and customer traffic by 10%
- Supervised HR, recruitment, inventory, asset protection, and safety operations
 - Led recruitment and onboarding for 100+ associates
- Delivered ADA, OSHA, and policy compliance training; tracked completions and escalated noncompliance
 - Designed onboarding modules that reduced turnover by 18%
- Led district-wide “Exceeding Customer Expectations” campaign with measurable KPIs

Sales & Retail Guest Service Manager
Walt Disney World Resort – Orlando, FL
01/2012 – 05/2012

- Managed seven retail operations, leading 250 cast members and nine coordinators
 - Exceeded \$1.12M monthly revenue goal; achieved 233% of sales quota
- Delivered HR workshops on performance management, benefits, and team leadership
 - Trained cast members on onboarding, customer service, and compliance protocols
 - Completed Disney University Operations Leadership Certification (HR, training, compliance)
- Applied instructional design to onboarding: created SOPs, job aids, and training decks

Tax Office Manager / Tax Preparer
Liberty Tax Services – Atlanta, GA
12/2013 – Present

- Prepared accurate tax returns and advised clients on accounting best practices
- Trained seasonal staff on onboarding, tax compliance, and customer service protocols
- Consulted small businesses on startup, payroll, credit repair, and financial compliance

Benefits Specialist
Federal Employees Dental & Vision Insurance Program – Kennesaw, GA
11/2013 – 12/2013

- Administered Open Season enrollment for federal insurance plans
- Delivered training to federal employees on benefits onboarding and plan options
- Processed premiums and claims with high accuracy and customer satisfaction

Collections Risk Associate
Capital One Financial Corporation – Chester, VA
08/2010 – 12/2011

- Negotiated payment arrangements across 50M+ accounts
- Delivered financial education and resolved delinquent statuses
- Analyzed customer data to optimize risk strategies and branding initiatives

Account Executive
Climatic Nation LLC – Richmond, VA
08/2009 – 01/2012

- Doubled accounts in 2011 through innovative marketing and retention strategies
 - Led cold-call campaigns, presentations, and contract negotiations

Valet Operations Supervisor
J.W. Marriott Hotel – AAA Parking, Buckhead, GA
07/2012 – 10/2012

- Supervised valet team; ensured guest safety and service excellence

ACADEMIC, MANAGEMENT & INSTRUCTIONAL ROLES

- Graduate Assistant Men's Tennis Coach – Morehouse College, Atlanta, GA (08/2012 – Present)
- Graduate Teaching Assistant – Virginia State University, Petersburg, VA (01/2009 – 12/2017)
Substitute Teacher – Hopewell Public Schools, VA (08/2010 – 05/2011)
- Assistant Sports Info Director – Virginia University of Lynchburg, VA (07/2011 – 06/2012)
- General Manager Intern – Petersburg Generals Baseball Club, VA (05/2010 – 07/2010)
- Assistant Sports & Aquatics Director (Intern) – YMCA, Petersburg, VA (01/2010 – 07/2010)
- Social Media Intern – Indoor Football League, Richmond, VA (12/2009 – 04/2010)
- Program Assistant – Dinwiddie County Parks & Rec, VA (10/2009 – 04/2010)
Tennis Instructor – Petersburg Parks & Leisure, VA (06/2009 – 08/2009)
- Teen Center Supervisor – Colonial Heights Parks & Rec, VA (05/2009 – 12/2010)
- Student Activities Assistant – Virginia State University, VA (05/2009 – 07/2009)
- Assistant Boys Tennis Coach (Volunteer) – Petersburg High School, VA (04/2009 – 08/2009)
- Athletic Director Intern – Virginia State University, VA (09/2008 – 04/2009)

EDUCATION

Master of Science in Sport Management
Virginia State University – December 2017

Relevant Coursework: HR Management, Organizational Leadership, Federal Compliance

Bachelor of Science in Health, Physical Education & Recreation
Virginia State University – December 2011
Minors: Business Management, Hospitality Management

CERTIFICATIONS

- Online Teaching & Course Design – @ONE, May 2018
- Tax Preparer Certification – Liberty Tax Service, Dec 2013
- Operations Leadership Certification – Disney University, Mar 2012
 - CPR & AED – American Safety & Health Institute, 2009
- Delegated Examining Familiarity – Applied in SCEP lifecycle and USA Staffing workflows

PROFESSIONAL SKILLS

- Federal HR Principles | SF-50 & eOPF Management | Recruitment & Onboarding
 - Classification & PD Writing | LMS Navigation | Instructional Design
 - ADA & Merit System Compliance | DEU Workflow Familiarity
- Interview Guide Creation | Workshop Facilitation | Stakeholder Engagement
 - Strategic Planning | Process Improvement | Organizational Management
- Program & Curriculum Development | Safety & Risk Management | Records & Privacy Management

AFFILIATIONS

- VAHPERD | HPERD/SM Majors Club | Business Management Club | NSMH
 - Virginia Hospitality & Tourism Association | NABHOOD | NAASM
 - US Olympic Committee | Boys & Girls Club | Big Brothers Big Sisters
 - National Junior Tennis League – UCLA | USTA | NASCAR College Tour
 - Atlanta Real Estate Investors Alliance

AWARDS & HONORS

- Perfect Attendance – Startek/T-Mobile, 2008
- VSU Men’s Cross Country & Tennis Scholarships
- Who’s Who Among Students – American Universities & Colleges, 2010
 - Academic Honors Award, 2009 | All-CIAA Academic Honor, 2008
- CIAA Tennis Semifinalist, 2007 | Freshman Academic Achievement Award, 2007

PRESENTATIONS & PUBLICATIONS

- “Federal Onboarding & Retention Strategy” – Fort Gregg-Adams, 2011
 - “Leading Through Innovation” – VSU, 2011
 - “Resume Writing & Etiquette” – VSU, 2009
- “We Claim No Diseases Workshop” – Chicago, IL, 2016
- “Combating the Gateway Nicotine Effect in Youth in PE” – Co-author, 2016
- “Nation at Risk Athletics Awareness Program” – Virginia University of Lynchburg, 2011
 - “Exceeding Customer Expectations Campaign” – Walmart Corporate, 2010