Kelsey Hamilton

Summary

CONTACT

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EDUCATION

**PhD, Leadership Studies, 2018**

Our Lady of the Lake University

**MS, Organizational Leadership, 2016**

Our Lady of the Lake University

**BS, Biology, 2011**

University of Texas-San Antonio

CERTIFICATIONS

* Lean Six Sigma – Green Belt (Feb. 2020)

SKILLS

* Design and development training packets and presentations
* Implement training through online platforms and in classroom settings
* Review procedures for efficiency, compliance adherence, and employee satisfaction
* Work with other team members in all projects to ensure the best solution is developed
* Moderately to highly skilled in Microsoft Office Software applications
* Skilled in Learning Management Systems

As a recent doctoral graduate in leadership studies, I am looking for a leadership training role. For the past seven years, I have developed educational curriculums, program objectives, instructing materials for traditional settings as well as online settings that meet accreditation standards. With over five years of experience training other staff members as a new hire in for new programs or policies, I truly enjoy teaching others and ensuring they have the tools they need to succeed in their job.

Experience

**Baptist Healthcare System** October 2016 – current*Regional Lead Pharmacy Technician* San Antonio, TX

* Develop training materials and presentation for new hires
* Review new procedures and develop training programs to be implemented throughout the system.
* Work with the staff members to review procedures for patient safety, efficiency, and regulations adherence.
* Implement training in hands-on training environment
* Follow up with recently implemented procedures to review for adherence and additional changes.
* Provide support and guidance to technicians within the system.
* Collaborate with other team members in projects to improve department practices

**Alamo Colleges** August 2016 - current*Adjunct Professor – Technical Program* San Antonio, TX

* Instruct students in pharmacy technician courses, medical terminology courses, and other dual program courses in both online and ground classroom settings using Canvas LMS
* Evaluate students’ knowledge of the current subject.
* Develop course materials for online and ground courses.

**Baptist Healthcare System** March 2015 – October 2016 *Lead Pharmacy Tech* San Antonio, TX

* Scheduled technicians to ensure all shifts are filled.
* Reviewed processes to ensure policies are followed.
* Assessed pharmacy to ensure Joint Commission (TJC) and Texas State Board of Pharmacy (TSBP) compliance rules are met.
* Inspected procedures frequently to ensure compliance with policies.
* Counseled technicians to resolve errors and to improve performance.

**Southern Careers Institute** March 2014 – May 2015 *Corporate Registrar* Austin, TX

Professional Presentations

* **“*Mary P. Follett: An Authentic Leader*”**

Collaborative Educational Programs for Americas Leadership Conference October 2015

* **“*An Analysis of a Nation’s Level of Healthcare Expenditures and Gross Domestic Product (GNP) per Capita: Is there a relationship?*”**

Collaborative Educational Programs for Americas Leadership Conference October 2015

* **“*Leading Millennials: The Relationship between Age and Leadership Preferences*”**

Sam Houston State University General Business Conference, April 2014

* **“*Leading Millennials: The Relationship between Age and Leadership Preferences*”**

Academy of Business Research,November 2014

* **“*Authentic Leadership”***

Sam Houston State University General Business Conference, April 2013

* **“*The Effects of Transformational Teachers on the Student Learning*”**

Sam Houston State University General Business Conference. April 2013

* **“*The Effects of Transformational Teachers on the Student Learning*”**

Collaborative Educational Programs for Americas Leadership Conference, October 2013

* Developed and maintained a centralized scheduling process for all campus locations including online.
* Responsible for student database to ensure that data accuracy and timely input.
* Participated in team-meetings in improving or adding new policies.
* Responsible for collecting, recording, maintaining and reporting of student records within FERPA guideline.
* Research and resolve student disputes as they relate to records and registration.
* Provided training to campuses to ensure compliance for local, state, and federal agencies.

**Quest College** October 2013 – March 2014*Program Administrator* San Antonio, Texas

* Designed the Pharmacy Technician curriculum and lab.
* Designed new curriculums and submit applications for new programs.
* Reviewed and revised policies and procedures to comply with Texas Workforce Commission (TWC), Department of Education (DOE), Council of Occupation Education (COE), Texas State Board of Nursing (TBON) and other specific program regulations.
* Led weekly academic faculty meetings that cover topics such as training, student retention, drops, leave of absents, continuous absentees and various other academic topics.

**Brown Mackie College** January 2012 – October 2013 *Pharmacy Technology Instructor* San Antonio, Texas

* Developed the pharmacy technician program to meet course objectives.
* Discussed retention rates and developed retention improvement plans with the allied health team.
* Taught allied health core and general courses.
* Verified and coordinated clinical externship sites for students.