**Corey J. Martin**

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**PROFILE**

Corey has a combination of 20 years in logistics coordination, administrative and IT experience. He is a Microsoft Certified Professional, Microsoft Certified Technology Specialist and Zoom Support Analyst. He has extensive training development and software expertise, including Microsoft Office Suite, Microsoft SharePoint 2007, 2010, 2013, Office 365 SharePoint, Power Automate, and other Microsoft Apps. Offering his expertise, in conjunction with his administrative skillset Corey has considerable knowledge in e-learning as a Learning Management Systems Administrator utilizing Adobe Connect, Captivate and Cornerstone. Corey has been a small minority business owner and has consulted under notable agencies.

**PROFESSIONAL EXPERIENCE**

**SAIC (Remote) Dec. 2021 - Present**

**Business Process Analyst,** Tysons Corner, VA

* Provides expertise on continuous process improvement strategies, organizational redesign, change management projects, and performance measures for basic business process engagements.
* Defines and develops business processes, policies, roles and responsibilities, and performance metrics
* Conducts analysis of business processes: current state analysis, gap analysis, benchmarking, best practices identification, organizational assessment, and other related tasks.
* Plans and implements process improvements, including future state design, change management, and transition planning. Interfaces with all areas of project including customer, computer services, and client services. Client may be internal or external to company.
* Provides oversight for the development and maintenance of quality programs, systems, processes, and procedures that ensure compliance with policies and that the performance and quality of services conform to established standards and agency guidelines.
* Provides expertise and guidance in interpreting policies, regulatory and/or governmental regulations, and agency guidelines to assure compliance.
* Works directly with operating entities to provide process analyses oversight on a continuing basis to enforce requirements and meet guidelines.
* May coordinate with business and technology teams, ascertaining system requirements, such as program functions, output requirements, input data acquisition, and system techniques and controls. Conduct client interviews.
* Deliver presentations and training courses including measurement, analysis, improvement, and control. May perform cost and benefit analysis.
* Limited use and/or application of technical principles, theories, and concepts.
* Develops solutions to routine technical problems of limited scope. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained.
* Contributes to completion of routine technical tasks.

**SoCal Recovery, LLC Aug. 2020 – Dec. 2021**

**House Management,** Carlsbad, CA

* Uphold and enforce the agency’s standards, policies, and procedures, code of conduct, and rights of persons served
* Manage and supervise clients by enforcing program rules and guidelines
* Report all health and safety hazards to the Program Director
* Monitor/record client medications and behavior with medication according to policies and procedures
* Document and report critical incidents, behavioral and medical to Clinical Team
* Developed, Administered, and Monitored Health & Safety training via Zoom
* Developed and Monitored Human Resources training sessions via Zoom
* Design, Developed and conducts residence orientation to new clients that include reviewing safety drills and locations of fire extinguishers, emergency evacuation diagrams, exit routes, evacuation procedures, and first-aid kits in-person and via Zoom
* Monitor client group attendance of daily recovery activities as scheduled via Zoom
* May provide suggestions to clients relating to personal experience, strength, and hope.
* Additional duties may be required if deemed necessary by the administration

**CBraxton Consulting, LLC (Remote) 2018–Nov. 2020**

**Senior Executive Assistant,** Dallas, Texas.

* Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics
* Conserves executives time by reading, researching and routing corresponding draft letters and documents, collecting and analyzing information, initiating telecommunications
* Maintains executives’ appointment schedule by planning and scheduling meetings, conferences, teleconferences (Zoom), and travel
* Represents the executive by attending meetings in the executives’ absence, speaking for the executive.
* Maintains customer confidence and protects operations by keeping information confidential
* Prepares reports by collecting and analyzing information
* Secures information by completing database backups
* Provides historical reference by developing and utilizing filing and retrieval systems, recording
* meeting discussions
* Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies
* Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer’s instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques

**Corey Martin page 2**

**Harpers Enterprise, Inc.,** Alexandria, VA **2013 to 2018**

**Distance Learning Specialist / Instructional Systems Designer**

**Client: Federal Highway Administration (FHWA),** Washington, DC 2013 to 2018

Highway Materials Engineering Course (HMEC)

* Lead in planning and training delivery for multiple weeks
* Coordinated, produced, and orchestrated all web conference, web-based, and instructor-led training in learning events as the lead coordinator
* Developed new approaches to enhance capabilities for user and production support
* Generated reporting level 1 and 2 reports and statistics
* Served as the local coordinator for HMEC
* Managed day-to-day logistics at the onsite training facility for 30 plus participants and instructors
* Devised plans to provide all literature, guides, logistics, and training materials to participants via mobile devices
* Formalized final formats for PDF 508/504 compliant Instructor Guides/Participant Workbooks
* Spearheaded imagining of logos on mobile devices standardizing each device exactly with HMEC logos and approved images
* Engineered mobile device file structures with final course materials (PW, videos, pdfs, excel files)
* Programmed SharePoint O365 building sites and governances laws as well as provided administrative and technical support

**Client: Iowa State,** Remote 2014 to2016

* Provided general administrative support, including advanced email and scheduling tasks
* Analyzed contractor travel and course delivery invoices
* Provide cost feedback to Training Program Manager (TPM)
* Developed break-even analysis spreadsheets regarding delivery costs vs. revenue for annual course pricing adjustments
* Developed, organized, and managed contract files and tracking spreadsheets for individual contracts
* Processed travel and offered hotel options for travelers
* Managed final invoice inputs relative to approved cost and course pricing

**Sevatec, Inc.** Fairfax, VA **2008 to 2014**

**Client: National Highway Institute (NHI),** Arlington, VA  2008 to 2014

**Training Program Manager Assistant**

* Provided general administrative support, including advanced email and scheduling tasks
* Reviewed contractor travel and course delivery invoices and provide cost feedback to Training Program Manager (TPM)
* Developed break-even analysis spreadsheets regarding delivery costs vs. revenue for annual course pricing adjustments
* Developed, organized, and managed contract files and tracking spreadsheets for individual contracts
* Processed travel and offered hotel options for travelers
* Managed final invoice inputs relative to approved cost and course pricing

**SharePoint (End-User) Administrator/Adobe Connect Administrator**

* Created, managed, and reset Adobe Connect user accounts and web rooms
* Provided customer service and technical support to Federal Government clients and FHWA associates
* Managed user permissions, and document/page version histories
* Manipulated content in lists and libraries, pages and sites
* Copied, created, deleted, or renamed lists and libraries, pages, sites, and web parts
* Managed definitions and properties of lists and libraries, pages, sites, and web parts
* Developed and managed customer service intake systems utilizing SharePoint

**Corey Martin page 3**

**Web Conference Coordinator/Jr. Instructional Systems Designer**

* Formatted and uploaded training material provided by the FHWA/NHI into Adobe Connect to create asynchronous web-based training programs
* Scheduled Web Conference Training (WCT) events as well as managed invitations, participant registration, and logistics (teleconference numbers and web room URLs) on the NHI calendar
* Managed WCT invitations, marketing, and participant enrollment
* Responsible for overall facilitation and communication between registered participants and facilitators conducting WCT sessions as well as ensuring awareness of web-room tasks
* Designed interactive layouts for web conferences based on FHWA guidelines
* Planned, designed, developed, documented, and tested online training courses and other modalities of training content and delivery at a junior level with supervision from a senior Instructional Systems Designer

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

* San Diego Mesa College, Black Studies & Communications
* Microsoft Network Technology Program
  + Microsoft Certified Professional
  + Microsoft Certified Technology Specialist
* Grant Writing Certification
  + Anne Arundel Community College
* MS SharePoint Enterprise/Online Training