

Troy Jerrel Mathis

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Education

Doctoral Candidate, Business Psychology-Industrial and Organizational Psychology
The Chicago School of Professional Psychology, April 2022
Washington, D.C.

Master of Arts, Industrial Organizational Psychology, **3.95 GPA**
The Chicago School of Professional Psychology, April 2015
Washington, D.C.

Bachelor of Science, Hospitality Management, **3.37 GPA, Cum Laude**
Virginia State University, December 2010
Petersburg, VA

Professional Experience

December 2019-Present **Chicago School of Professional Psychology** Washington, DC

Adjunct Professor

Serve as an adjunct professor in the Master of Arts in Industrial and Organizational Psychology program.

- Utilize online system, Canvas, to create course assignments, maintain timely communication with students, and to grade assignments
- Grade examinations and assignments and review evaluations with students, meet all established deadlines set by the University for testing assignments and grade submissions
- Promote student success by demonstrating a flexible style and exhibit a passion for teaching by devoting time and energy to develop scholarly excellence
- Implement and embrace the school's philosophy, curriculum and course objectives by engaging students
- Become part of a dynamic team of educational professionals, teaching industrial and organizational psychology students in a dynamic classroom/online hybrid setting

July 2016-Present

Bureau of the Census

Suitland, Maryland

Supervisory Management and Program Analyst- Strategic Workforce Planning

Supervisory consultant overseeing a small team of consultants to Census Bureau program offices on human capital issues such as talent management, career paths, workforce development, motivation, leadership, and evaluation, using behavioral science as the foundation for organizational assessment and interventions.

- Serve as SME on competency assessments to IT directorate workforce planners and their external consultants; working to assess employees in TBM roles and align organizational competencies to the appropriate services and towers
- Sit on cross functional teams to help implement TBM Taxonomy at the agency, requires frequent review of the TBM and OMB policies to ensure compliance
- Creator and leader of Census community of practice for strategic workforce planners across the agency
- Created automated system for analyzing individual competency data, using Microsoft Excel and providing staff members with individual competency profiles via a mail merge in Microsoft Word to display results post competency assessments
- Updated Census Competency Succession Risk Analysis reports to include workforce analytics via Microsoft Excel, reports help management align staff development to strategic goals
- Manage project schedules and staff development.
- Serve on committee to design and coordinate division wide employee engagement initiatives.

Management and Program Analyst-Strategic Workforce Planning-40hr per week

- Manage the Census Succession Planning Project
 - Created Project Plan and timeline to ensure on-time completion of milestones and key deliverables via MS Project Server.
 - Use leadership theories and succession planning best practices to develop a quantitative and qualitative survey design for 1200 managers in order to support data driven decision-making for identifying high-risk leadership positions.
 - Lead the development of artifacts that help reduce the time to backfill critical leadership positions, drive leadership needs analysis for the training department, help leaders with their personal professional development, and to supply senior leaders with a better snapshot of their leadership bench strength and gaps
 - Present research finding and project status updates to operating committee and other senior leadership officials.
- Manage the agency competency collection efforts
 - Organize and conduct employee skills gap analysis, and create interventions to close gaps. This requires consultation with senior managers and their subordinates to identify in-scope competencies, developing target ratings, cleaning and analyzing competency data, and creating visuals to guide individual development plans.
 - Lead on-going updates of the agency competency dictionary (The Competency Dictionary is comprised of over 500 unique competencies), includes working with senior executives and line level management to validate and create additional competencies
 - Manage the Census Competency Collection Tool update, serving as a main contact for the IT department providing interface redesign requirements and working with IT to ensure that the backend of the system properly reports data
 - Develop standard operating procedures, user guides, communication plans, and trainings to socialize the tool to all parties.
- Gather, analyze and interpret human capital data and trends to support strategic

workforce and other human capital objectives:

- Lead HR data analytics project evaluating retirement trends within the Bureau of the Census from FY14-FY16 using Microsoft Excel
- Created attrition forecasting models to help identify and understand future workforce needs and requirements and gained minimal experience utilizing project server data to create and analyze workload models
- Support the enterprise-wide workforce planning process by leading the development of IT Strategic Workforce Plan with recommendations based off the analysis of workforce onboard, gain, and loss and movement data
- Created Individual competency assessment ADC level reports that provide data visualization and analysis regarding the collective proficiency of staff
- Conduct original research to solve organization workforce issues. Topics include, but are not limited to, employee morale, creating career pipelines and pathways, and ethics in HR data analytics
- Planned and conducted job analysis study of the 1529 job series to serve as the foundation for developing technical career paths within the Census Bureau.

May 2012- July 2016

Federal Technologies Incorporated

District of Columbia

Training Program Manager-40hr per week

- Created a three hour Communicating with Style workshop for leadership and employee development. The course is utilized for teambuilding and self-discovery helping employees and managers better understand themselves and how to communicate more effectively with others
- Facilitate a teambuilding and conflict resolution workshop for an office within the organization. Included studies concerned with the efficiency and effectiveness of various program operations
- Conduct program evaluation for the inaugural year of the Census Bureau centrally funded Project Management Boot Camp Program, which included the analysis of quantitative and qualitative data. Worked with HR management and outside vendors to develop innovative methods for increasing the PMP exam pass rate of participants based on year one metrics
- Lead the Census Corporate University rebranding initiative. Making learning accessible to learners through the use of technology by creating a SharePoint page. The page showcased all nine CCU programs with informative site pages for each program and online enrollment applications. The site was a major initiative to digitally automate common CCU processes to increase productivity within the office
- Managed and contribute to the success of the Census Emerging Professional Program (CEPP) upward mobility program. Responsible for managing participants academic coursework and curriculum and managed the contract for their courses. Responsible for developing CEPP academic policy and getting approval of their academic plans of study to ensure they meet requirements of the hiring office. This task required partnering with others offices across HR and the organization.

- Lead the CCU team to develop an outline and assessment for a lesson-learned facilitation focused on the leadership style and overall effectiveness of Bureau management. The data from this exercise was utilized as a form of 360-degree review for the manager and shared with executive level management as data to guide change in their division.
- Wrote final report for lessons learned facilitation taking qualitative and quantitative data and composing a deliverable for the client encompassing recommendations for improvement and recognizing overall areas of strength and weakness
- Facilitated the Census Corporate University Graduation ceremonies, a tool to increase employee engagement and recognize associates for completion of programs that increase the organizational effectiveness at the Census Bureau (2012, 2013, 2014,2015)
- Managed the creation of the 2016 Census Bureau Mentoring Program application and created a Behavior Anchored Rating Scale (BARS) as the selection model for the program. The BARS were normed utilizing a group of four application reviewers.
- Continuously Develop solutions to difficult problems that do not have readily accessible precedents
- Make independent decisions affecting the daily operation of programs; and adapting methods to specific work situations
- Perform extensive research utilizing industrial and organizational psychology models/theories to develop Census Bureau training programs and curriculum. Including but not limited to conducting studies concerned with the efficiency and effectiveness of various programs and research of various management practices and theories for their relevance to current leadership programs
- Lead the process of establishing and revising operating procedures for CCU programs including the 2016 Project Management Boot Camp Certification program, Census Emerging Professionals Program, and 2016 Census Bureau Mentoring program
- Consult various program areas on, and lead, various organizational assessment projects including leading the development of post program satisfaction surveys, the interpretation and analysis of culture and climate surveys, development and evaluation of training programs and courses, training needs analysis

Training Specialist

- Developed training objectives, identified resources, and activities necessary to conduct Bureau-wide leadership development classes
- In charge of reviewing, verifying, and analyzing data submitted for consistency with financial reports to identify problems and make recommendations to management concerning training courses
- Served as lead consultant for the development of Corporate Hire training initiative utilizing cross-functional work teams composed of subject matter experts. This assignment contained various potentially controversial issues due to varying expectations and opinions of various employees throughout the organization
- Performed a competency assessment/gap analysis, utilizing customers and stakeholders, to develop the Corporate Hire training plan. This required proper

- planning, coordination, evaluation, and interpretation of the assessment results to ensure that the training plan encompassed all of the critical Census Bureau competences. Provided multiple training plan options to executive level management in order to put in place a robust program that would bridge competency gaps and highly develop skills required for the target position
- Designed, implemented, and facilitated the Census Bureau Overview course. A two-day training introducing new employees to the Census Bureau. This process included formulating training outlines and determining instructional methods, utilizing knowledge of various individual training needs and the methods that are highly effective in addressing those individual training needs, group instruction, lectures, and demonstrations. Designed level one and two evaluations to review instructor performance and recommend improvements to program content and instructor presentation methods
 - Revamped the 2014 Census Bureau Mentoring program (a succession planning strategy), doubled mentoring program enrollment by 150 participants and negotiated with contractors to garner \$15,000 in cost savings
 - Conducted Focus Groups to evaluate CCU training program effectiveness
 - Promote employee career development by designing and facilitating soft skills training called Make it Matter: Personal Professional Branding

January 2011- May 2012 **Hyatt Hotels and Resorts Washington D.C.** District of Columbia

Senior Assistant Executive Housekeeper-50hr per week

- In charge of evaluating quantitative data from Gallup customer satisfaction surveys and developed initiatives to improve customer satisfaction scores and guide change for the housekeeping department
- Handled \$500,000 budget and made purchases for the department
- Coaching and counseling in areas of quality control and performance improvement, career management, and leadership development for all 140 employees under the department
- Implemented employee incentives to increase employee engagement for 140 housekeeping staffers
- Upheld union rules to maintain order and productivity within the facility
- Recruited and interviewed talented individuals performing operational procedures, as well as, scheduled and trained staff of 140 associates on company standards, policies, and procedures

Corporate Management Trainee-Rooms Division

- Ran shifts as Assistant Front Office Manager and Assistant Executive Housekeeper
- Learned scheduling and Workforce Management System management functions in order to process employee shifts and payroll
- Booked local and global reservations at a 829 room full service property utilizing Opera room management system
- Overviewed employee documentation and accident reports
- Created spreadsheets to organize the human resource office and catering department

Certifications

- DISC Train the Trainer Certification
- Strategic Workforce Planning Certification
- Associate Citation in Business Analysis

Activities

- Phi Beta Sigma Fraternity, Incorporated
- SIOP Conference 2018
- National Society of Minorities in Hospitality
- Eta Sigma Delta International Honors Society
- East Caribbean Study Abroad Tour
- National Association of Black Hotel Operators and Developers Conference 2010

Honors and Awards

- Honors List: 2007, 2008, and 2009
- American Hotel & Lodging Association Scholarship Recipient: 2010
- CIAA Scholarship
- Graduate Honors Scholarship: 2013-2014

Training Facilitations

- Communicating with Style-DISC Training
- NextGen National Conference 2015
- Make it Matter: Personal Professional Branding
- Leadership Series: Nonverbal Communication and Leadership
- Public Speaking for Ministerial Staff
- Building Bigger and Better Business
- Census Overview for Corporate Hires
- HR One Day

Software

- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- SPSS
- SharePoint

Citizenship

United States of America

Registered with the Selective Service System