

# RAEMARIE OATMAN

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## SOLUTIONS-ORIENTED TRAINING AND PROJECT MANAGER

Implement learning solutions improving performance, customer service, and team satisfaction. Known for effectively managing multiple projects of varying scope and duration, overcoming obstacles, achieving project goals, and providing excellent client support.

Key strengths in planning, facilitating, and obtaining participant buy-in. Excellent interpersonal, written, and speaking skills. Adept at working with people having diverse backgrounds.  
Lean Six Sigma Black Belt Candidate.

**Problem-Solver | Learning Facilitator | Project Developer | Collaborator | Fiscal Manager**

## PROFESSIONAL EXPERIENCE

**H&R BLOCK**, Columbus, OH

**2011 – Present**

### **Multi-Unit Office Manager, District Instructor**

2011 – 2013, Present

Manage 2-3 high volume retail locations (\$880K) with 20-30 associates. Coach team to consistently deliver excellent customer experience, drive revenue, maximize product attach, and grow new clients. Deliver basic and intermediate tax curricula.

- Increased revenue 15%, product attach rate 10%, and client growth 32% by developing and implementing marketing plan consisting of recruiting local business partners, presenting "Tax Talks", and participating in local marketing events.
- Maintained client satisfaction scores of 90% or more by setting expectations, coaching and training associates, following-up with customers, and reviewing individual / office performance.

### **Virtual Instructor**

2016 – 2017

Facilitate peer-centered learning using varied methods and skills, instructional evaluation, and positive reinforcement.

### **District Operations Manager**

2013 – 2016

Directed operations team of 6 – 9 administrative and maintenance personnel providing support to 50 retail offices. Maintained fiscal responsibilities, drove consistent standards, trained associates in brand representation, and nurtured partnerships with district leadership, retail office, marketing, and technology teams.

- Saved 5 – 10% annually, while consistently meeting or exceeding local service level agreements by delegating authority, optimizing processes, and managing budget.
- Earned recognition for achieving 100% compliance with marketing standards and being among 1<sup>st</sup> teams in nation to reach goal.
- Assisted districts in meeting scheduling objectives by providing traditional and virtual schedule readiness training on using interface, understanding metrics, and utilizing reports.
- Achieved staffing goals by facilitating onboarding process for 600 associates annually.

**COLUMBUS STATE COMMUNITY COLLEGE**, Columbus, OH**2009 – 2013****Executive Director**, Heart of Ohio Tech Prep Consortium

Awarded and administered \$700K grant for facilitating and maintaining high school / career center to post-secondary matriculation collaborations.

- Expanded tech prep programming by facilitating development of project plan with board of directors consisting of business representatives and secondary / post-secondary leaders.
- Encouraged development of articulation agreements and advanced credit options by negotiating and monitoring progress of secondary to post-secondary opportunities.
- Informed, recognized, and recruited students, teachers, and partners through large, small, and individual presentations.

**ADDITIONAL EXPERIENCE****WESTERN ILLINOIS UNIVERSITY**, Macomb, IL**Director**, Central Illinois Adult Education Professional Development Service Center

Wrote and administered professional development training and curriculum publishing grants (\$510K). Facilitated planning and delivery of 450+ events / 1.2K+ annually.

- Transformed publishing grant project into revenue generating operation with 100% ROI through improved fiscal management, expanded product line, and aggressive marketing.
- Improved statewide student intake procedures, data reporting processes, and benchmark achievement as project manager and lead trainer of state national reporting project.
- Expanded availability and accessibility of continuing education opportunities by assisting in development of online professional development interface. Personally created virtual orientation used statewide and delivered 35+ virtual classes annually.
- Provided national training opportunities regarding integrating technology into classroom, data analysis, and technology tools using mobile computing lab.

**SPOON RIVER COLLEGE**, Macomb, IL**Adult Education Workplace Advisor and Adjunct Instructor**

- Assisted non-traditional populations in enrolling in literacy, mathematics, GED, workplace, soft skills, and computer classes. Process included assessment, coaching, and follow-up.
- Improved frontline leadership skills using Zenger Miller / Achieve Global curriculum supporting business partners and program participants.
- Increased productivity, employee retention, and workplace safety for local businesses by identifying skills gap in reading, writing, math, technology, and / or language; creating custom assessments; and delivering curriculum. Certified as Illinois Workplace Basic Skills Specialist.

**EDUCATION**

**Master of Business Administration (MBA)**, Western Illinois University, Macomb, IL

**Bachelor of Science (BS)**, Business Management, David N. Myers College, Cleveland, OH

**TECHNICAL SKILLS**

MS Office (Word, PowerPoint, Excel, Access, Publisher) | Crystal Reports | WebEx, Blackboard