

IM A. SAMPLE V

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PROFESSIONAL PROFILE

Self-motivated, resourceful and dynamic leader with extensive experience and a strong educational background in management, training and employee development; exceptional communication skills and a demonstrated ability to create and manage cohesive, productive work teams; proficient in the use of Microsoft Word, Excel and other software applications.

PROFESSIONAL SKILLS AND ACCOMPLISHMENTS

Management and Administration

- Directed, guided and motivated a workforce of up to 300 individuals with diverse technical backgrounds and experiences.
- Successfully improved work performance of a “marginal” work team, as evidenced by an increase to a “satisfactory” performance rating after only six months as team leader.
- Provided day-to-day supervision for an administrative staff of up to sixty employees.
- Planned, designed and coordinated the programming of computer-based products; designed and coordinated computer system testing in facilities throughout the world.
- Planned, developed and administered annual budgets ranging from \$150,000 to \$300,000.

Training and Development

- Taught college level courses in leadership, management, team building, effective writing and speech communications.
- Certified as Master Instructor; designed and developed curriculum; selected, trained and evaluated other instructors.
- Advised and educated personnel on ways to enhance and strengthen their promotability and job performance; identified and documented career development plans for employees.
- Provided on-the-job training and guidance for new employees.

Communication and Counseling

- Conducted formal investigations and utilized a variety of counseling techniques and strategies to successfully resolve highly complex and sensitive issues involving domestic abuse, racial discrimination, minor law infractions and academic failures.
 - Worked one-on-one with customers and employees to enhance self esteem and resolve communication problems.
 - Marketed and promoted company programs to employees and the general public through a variety of activities including presentations to audiences of over 1000 people.
 - Established and maintained effective working relationships with co-workers, superiors and subordinates to facilitate the achievement of business objectives.
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