

**Pro-active and proficient professional with strong ability to increase customer retention, expand market share and drive revenue. Possesses ability to interact effectively with clients and execute professional strategies using in-depth knowledge of customer and industry. Multi-talented professional individual rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity. Highly capable of rendering services as Director of Contracts Development.**

## **SUMMARY OF QUALIFICATIONS**

Relationship Management | Business Development | Collaborations | Training & Mentoring | Colleague Mediation | Dispute Resolution | Contracts Management | Corporate & Retail Structuring | Talent Acquisition | MSO | MS Project | Visio | HRIS Paycom | ABRA | Apptino

## **EMPLOYMENT EXPERIENCE**

### ***GOODWILL DELAWARE AND DELAWARE COUNTY, WILMINGTON, DELAWARE***

#### ***Director of Innovative Employment (9.01.2017 – PRESENT)***

Carefully rresearches the business community's employment needs to develop job openings and training programs that will provide employment opportunities for consumers and work with local businesses to promote the removal of attitudinal, architectural, communication, and transportation barriers.

Coherently creates and implement systems that maintain a high level of customer satisfaction and outcomes measurement.

Ensure that programmatic, budgetary, training and placement goals are met or exceeded.

Works cooperatively with community groups, co-workers, and subordinates to promote the achievement of the company mission.

Creates relationships with existing referral agencies and identify and create new linkages to expand services.

Participates in the development of strategic business and industry partnerships that link training to employment opportunities for consumers.

Develops, monitors, and adjusts departmental and cost center budgets and revenue to expense comparisons.

Creates, develops and implements new programs and/or adjust current programs to meet the needs of individual target populations.

Effectively ensures that curriculums and appropriate documentation for all services is provided and that departmental procedures are established, communicated, adhered to, and revised as necessary.

Creates and implements effective marketing strategies which promote and provide funding for Goodwill's programs and services and to recruit individuals for rehabilitation programs.

Develops and oversees the implementation of quality standards that achieve desired program outcomes including but not limited to training, placement, and retention outcomes.

Assists in the annual planning process for corporate, departmental and individual goals and objectives.

Maintains strict confidentiality of all sensitive information including but not limited to client program and employee employment information.

#### ***Director, Operations (Interim) & Business Development (6.1.2016 – 9.1.2017)***

Effectively worked cooperatively with all external stakeholders including but not limited to business leaders and associated entities, government leaders and associated entities, Chamber of Commerce and related associations, as well as community and donor groups, in an effort to connect their interests to the mission of Goodwill.

Meticulously eestablished marketing plans associated with approved business and program plans in an effort to advance goals.

Prepared and presented monthly reports that identify progress against established goals and deliverables.

Effectually collaborated with all internal stakeholders including but not limited to all Goodwill business and functional leaders and groups as part of the basis for developing new business and community opportunities.

Maintained strict confidentiality of all sensitive information impacting the organization, clients, employees and other stakeholders.

#### ***Director Workforce & Business Development (4.25.2010 – 6.1.2016)***

Directed, supervised and coordinated staff activities to assure program goals and objectives are accomplished.

Interpreted state laws and educated staff on compliance with Worker's Compensation, Unemployment, FMLA, 403b, ADA, and all EEO related issues.

Supported and troubleshoot the payroll process to ensure timely delivery of weekly payroll checks and invoices for GSS

employees.

Maintained contract requirements to meet State regulations as required by law.

Assisted in the development of SOP Manuals by working with department leaders and other key staff members

Evaluated progress toward achievement of program goals and objectives on an ongoing basis and take corrective action when necessary.

Followed safety policies and procedures and ensured safe working conditions for the department supervised.

Improved retention of critical staff by scheduling ongoing training in specific work related areas to assist with their professional development.

Handled all customer issues once they have been escalated to the attention of the GSS Business Development Manager.

Administered Outcome Management data collection and prepare report annually.

Maintained strict confidentiality of all sensitive information including but not limited to client program and employee employment information.

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### **ADDITIONAL EMPLOYMENT WITH GOODWILL DELAWARE AND DELAWARE COUNTY**

Director of Business Development • Senior Manager of Human Resources and Staffing Services • Senior Manager of Human Resources and Staffing Services • Manager of Human Resources & Staffing Services • Business Services Account Manager

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### **ADDITIONAL EMPLOYMENT**

Contractor • Restaurant Associates of New York, Various Locations | Advanced Management Concepts • Wilmington, Delaware | Benchmark Builders • Stanton, Delaware

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### **EDUCATION**

1991-1993 University of Delaware, School of Anthropology  
135 Munroe Hall University of Delaware Newark, DE 19716

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### **MEMBERSHIPS**

Chimes Delaware Quality Board – 514 Interchange Blvd. Newark, Delaware 19711 |  
Member of the Society of Human Resource – Delaware Chapter  
*References Available Upon Request*