

SUMMARY

Career Professional with over 25 years of expertise in Human Resources and training. Manage programs to support training from entry to executive level nationwide. Mentor and coach communication and consultative selling skills nationwide. Demonstrated strong work ethic, integrity, and problem-solving skills. Experience in Microsoft Office Suite.

KEY QUALIFICATIONS

Consultative Sales
Master Trainer
Curriculum Development

Leadership/Management
Coaching & Facilitation
Written/Oral Communication

Strategic Planning
Team Building
Client Relationships

PROFESSIONAL EXPERIENCE

Training Manager

Verizon Communications

2018 – Present

- Manage curriculum delivery for telecommunications subjects
- Responsible for 50 plus contract trainers
- Manage annual temporary labor budget of 2.5 million
- Project management

Department of Veteran Affairs Work Study

Germanna Community College, Fredericksburg, Virginia

2016 – 2018

- Advise Students on use of veteran education benefits
- Assist new student veterans enrolling into college
- Maintain and safeguard student records
- Train new staff members

National Training Team Chief

2013 – 2016

United States Marine Corps Recruiting Command, Quantico, Virginia

- Provide lifecycle management, recruiter development training programs, and direct support for a national recruiting force population of over 3,500 recruiting personnel.
- Senior advisor to the executive staff of the Marine Corps Recruiting Command on all recruiting matters.
- Liaison to civilian vendor in support of fully customized sales and coaching programs.
- Manage a team of senior enlisted Marines and civilian employees to execute the Marine Corps Recruiting Command's annual training plan.
- Directed the development and maintenance of the Recruiting Command's training programs nationwide resulting in programs for the training of 150 Training Team Members and Recruiter Instructors, 600 Sales Manager, and 3,100 Recruiters.
- Redesigned the train the trainer program, resulting in improved quality of instruction provided by seminar leaders across the enterprise.
- Modernized business practices by organizing and managing updates of doctrine regionally.
- Implemented and lead the review of job and training requirements for all occupations within recruiting resulting in updated and relevant curriculum for all positions within recruiting.

Regional Trainer

2010 – 2013

United States Marine Corps Recruiting Station, Denver, Colorado

Management Team member responsible for advising the senior leader on matters related to recruiting.

- Managed the training and results of Recruiting Station personnel in an area over 220,000 square miles resulting in its selection as superior achiever for fiscal years 2010 through 2013.
- Evaluated and interpreted data to identify and clarify issues resulting in the development of appropriate training to achieve goals.
- Managed interpersonal communication with external agencies and community leaders.
- Developed programs that streamlined the procurement process, resulting in increased production.
- Managed the turnover of the senior management staff, developed the onboarding and initial training process for the new management team.
- Selected to serve as a core member in the development of the Marine Corps sales programs.

Course Head, Career Recruiter Course

2007 – 2010

Marine Corps Recruiters School, San Diego, California

- Designated master trainer for the Recruiters School overseeing the training and certification of all Instructors in the knowledge and skill of sales management, coaching, business ethics, and leadership.
- Developed, maintained, and revised curriculum and conducted Course Content Review boards which validated instruction.
- Conducted the first formal review of the curriculum in the course in over five years resulting in an update to the curriculum that reflected current business practices.
- Mentored and provided instruction to over 30 percent of the professional recruiting force for the Marine Corps.
- Recognized for the development of a leadership seminar that focused on leading in the sales arena improving the performance of the Career Recruiting organization.
- Developed an internal public speaking curriculum eliminating the need for an external vendor resulting in cost savings over 180k per year.

Assistant Area Trainer

2002 – 2007

Marine Corps Recruiting Station, Denver, Colorado

- Assisted the regional trainer in developing skills of a sales force in the Rocky Mountain Region.
- Conducted indoctrination training and sustainment training to over 60 individuals in skills such as prospecting, screening, and consultative sales.
- Advised the senior management team on recruitment matters.
- Developed and implemented an onboarding program for all new recruiters resulting in improved performance and reduced production losses that occurred in the beginning of assignment.
- Designed a training program that improved the ability to sustain the skills of individuals over a four-state region resulting in achieving 107 percent of the assigned quota.

EDUCATION AND TRAINING

- Old Dominion University (2022 – present)
- Germanna Community College (2016 – 2018)
- Attended City University of Seattle (2008 – 2009)
- Executive Technique Communication Skills (2007)
- Master Trainer Certification, Achieve Global Professional Selling Skills System (2006)

- United States Marine Corps Advanced Leadership Course (2003)

Alfred G. Matthews

Page 3

- Formal Schools Instructor/Curriculum Developer Course (1999)
- Marine Corps Recruiters School (1994)

AWARDS

- Legion of Merit for performance as the National Training Team Chief (2016)
- Meritorious Service Medal for performance at Marine Corps Recruiting Station Denver (2013)
- Meritorious Service Medal for performance as the Course Head, Career Recruiter Course (2010)
- Navy Commendation Medal for performance at Marine Recruiting Station Denver (2007)
- Navy Commendation Medal for performance as a Basic Recruiter Course Instructor (2002)
- Graduated Summa Cum Laude from Germanna Community College