

PAULLETTE M. DIAZ-REED

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Objective: Seeking an opportunity to work with a highly professional team that takes pride in exercising their knowledge, skills and abilities to empower, the lives of others.

Qualifications: Highly experienced professional in customer service, military deployment support, life skills education and conflict resolution and professional development. More than a decade of experience working with government and military officials, private sector members, and youth in the United States and abroad. Author of *Simply Business: Corporate and Cultural Etiquette for The Globally Minded Professional and Etiquette Smart for Youth*. Excellent oral and written communication skills, and able to effectively collaborate, lead, work to deadlines and within budget. Certifications in etiquette and protocol, as well as advocating for victims as a Sexual Assault Victims Advocate and assistant program trainer. Former Command Training Air Wing Five Ombudsman, and Compass Mentor. Founder and CEO of the Intercultural School of Etiquette. Professional experience complemented by education and certification. Globally connected and vastly resourceful.

PROFESSIONAL ACHIEVEMENTS

CORPORATE AND CULTURAL ETIQUETTE SEMINAR TRAINER FOR COLLEGE AND UNIVERSITIES

Old Dominion University, Strome Business School
University of Virginia McIntyre School of Commerce
Tidewater Community College
Virginia Wesleyan Athletic Department
Virginia Commonwealth University Athletic Department

CORPORATE AND CULTURAL ETIQUETTE SEMINAR SPEAKER AND FACILITATOR

Women in Defense Greater Hampton Roads (WIDGHR)
TACRON 21 Family Readiness Group
The American Chamber of Commerce, Dakar, Senegal (West Africa)
Jennifer Byler Institute

MULTI-CULTURAL EVENT PLANNER AND LOGISTICS COORDINATOR

Sister Cities of Virginia Beach, Former Special Event Planner / Fundraising Chair
Vital Voices Global Partnerships, Dakar, Senegal
U.S. Embassy July 4th Events, Dakar, Senegal
U.S. Embassy / USAID Welcome to Dakar Event

USAID/Programme d'Appui à l'Education Moyen (PAEM) and the Ministry of Education,
Dakar, Senegal

EXPERIENCE

ETIQUETTE INSTRUCTOR, THE INTERCULTURAL SCHOOL OF ETIQUETTE,
VIRGINIA BEACH, VA 2008 – Present

- Published and Sold Corporate and Cultural Etiquette Book
- Social, Corporate and Cultural Etiquette Trainer.
- Provide etiquette training for Youth and Adults globally.

ESL TUTOR FOR NATO FAMILIES, Virginia Beach, Virginia 2015 - Present

- Provide Virginia Beach City Public School ESL Teachers with academic support for NATO children and teens.
 - Students are strongly supported in the areas of reading comprehension; basic and complex writing skills; vocabulary and context clues; and obtaining strong verbal skills in the English language.
- 2015 – Present

ASST. DEBATE COACH and JUDGE, TIDEWATER DEBATE LEAGUE, VA, Beach,
VA. 2014 – 2016

- Assisted in the training and preparation, in rhetoric, argumentation and debate, and self-presentation skills, for students to compete in the local, regional and statewide debate championships.
- Successfully lead the Landstown High School debate team to the 2nd, 3rd and 4th place state championships.

JUNIOR AMBASSADOR TEEN LEADERSHIP PROGRAM
DIRECTOR/COORDINATOR 2008 - 2011

- Designed a one of a kind, country wide, teen leadership program that identified and solicited 24 diplomatic teens for career development opportunities.
- Worked closely with U.S. Ambassador, and the Embassy Community Liaison Officer, (CLO), in creating and implementing academic programs and keynote events.
- Created the program to include expert training in career coaching by incorporating Senior Military, Professional Community Leaders, and Ambassadors.
- Trained teens to create and manage family-oriented programs for youth and newly assigned embassy personnel, for the incoming diplomats of the U.S. Embassy and USAID.

- Developed and implemented career development programs and services that focused on completion, employment and non-traditional gender or cultural representation.
- Students were expertly trained in the four areas of protocol.
- Each student graduated from the program with over 100 community service hours, and a professional letter of recommendation from the U.S. Ambassador.

COMMAND TRAINING AIR WING FIVE OMBUDSMAN 2006 - 2007

- Worked directly with the Wing Commanding Officer of COMTRAWING FIVE
- Provided training and support for student aviators and their families.
- Collaborated and organized command wide hurricane evacuation plan for command families.
- Served as a liaison with other military communities and utilized existing resources to further support families by providing necessary forms, making phone calls and when necessary, and obtaining explanation and direction from various subject matter experts.
- Ensured that all command families received excellent customer service when being advised through complicated requirements associated with their needs.
- Worked closely with the American Red Cross and other local and state -wide agencies to provide updated information on a regular basis.
- Provided information to local school staff, teachers, and guidance counselors, when necessary, to ensure understanding of the unique needs of military children.
- Responsible for providing updated trainings, briefings and workshops to Command Family Readiness Groups.
- Most importantly, deployment briefs and workshops were tailored to each command's demographics and needs.

MILITARY FAMILY ADVOCATE AND EVENT COORDINATOR Military Spouse Outreach Program (MSO)

- Organized and Facilitated the first military spouse outreach program at Olive Baptist Church; designed to strengthen military marriages, educate spouses, and provide a safe outlet for open communication without the fear of command retaliation.
- Program was strongly supported by fellow naval ombudsmen, and other command representatives.
- Organized a special family day for military members returning from Iraq and Afghanistan to reunite with their loved ones. Event was free of charge to all military families and over 300 members attended each year.

COMPASS MENTOR TRAINER, YOKOSUKA, JAPAN 2003-2004

- Selected by Senior Spouses to become one of the first COMPASS MENTORS and trainers in Yokosuka, Japan.
- Directly responsible for explaining the role and purpose of COMPASS, developing positive deployment strategies, and basic etiquette expectations.

SEXUAL ASSAULT VICTIMS ADVOCATE (SAVI/SAPR) 2002 – 2004, 2007-2008

- Awarded for logging over 500 service hours as SAVI / SAPR Advocate.
- Entrusted to assist in the training of new advocates by the program coordinator.
- Skilled in the ability to extract information from victims without encouraging re-victimization.

EDUCATION

Bachelor of Arts: Interdisciplinary Studies: leadership, Old Dominion University
Graduation: Fall 2019

Associates of Arts: Psychology, Pensacola Junior College
Graduation Date: May 2002

SKILLS

- Certified in Social and Corporate Protocols
- Highly Skilled in Diplomatic and Cultural Protocols and Customer Relations
- Skilled in Multi-Cultural Event Planning
- Strong Diplomatic Communicator
- Strong Presenter and Facilitator
- Strong Verbal and Written Skills

REFERENCES / PROVIDED UPON REQUEST