

Lauren J. Robinson

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Education

Old Dominion University, Norfolk, VA

Graduated May 2020

Bachelor of Science in Occupational and Technical Studies

Concentration: Training Specialist

Minor: Communications

- Relevant Coursework

- Contemporary Organizations and Management
- Workforce Supervision
- Introduction to Human Communication
- Industrial and Organizational Psychology
- Education and Training of Adults
- Instructional Methods
- Interpersonal Relations
- Organizational Behavior
- Instructional Systems Development
- Communication Technology

Experience

Children's Hospital of the King's Daughters, Norfolk, VA

March 2020 – Current

Learning and Development Coordinator

- Supported administration of the Learning Management System (LMS).
- Provided help desk support for LMS users and administrators.
- Assisted with the design of instructional aids and materials.
- Aided in the transition from face-to-face to virtual New Employee Orientation during a pandemic.
- Assisted with the initial implementation of a new LMS.

Always There Home Health Care, Norfolk, VA

November 2019 – March 2020

Care Coordinator

- Maintained confidential client, employee and company records according to HIPAA and Department of Medical Assistance Services compliance standards.
- Supported employee onboarding activities when needed.
- Completed quality improvement process to ensure client satisfaction.
- Created company forms, marketing, and training documents
- Handled any client or employee concerns with professionalism.

Express Fashion Operations, LLC, Norfolk, VA

Sales Leader

October 2016 – December 2019

- Motivated, coached, and led sales team toward daily, company determined, sales goals.
- Facilitated associate engagement, training, and development.
- Drove exceptional customer experience.
- Built meaningful internal and external relationships.
- Delegated tasks according to associate strengths.
- Oversaw and maintained responsibility for \$1 million store.
- Opened and closed registers accurately.

Sales Associate

September 2015 – October 2016

- Provided exceptional and friendly customer experience.
- Persuaded customers to enroll in loyalty accounts.
- Completed transactions in a timely fashion.
- Greeted and assisted customers.

Volunteer Experience

Bayside High School and Health Sciences Academy

June 2016 – Current

Graduation Assistant

- Compiled graduation packages for 400+ graduates.
- File documents in alphabetical order.
- Chaperone graduates during overnight event.
- Aid in the creation of annual senior slideshow.

Skills

- | | |
|----------------------------------|--------------------------------|
| - Customer Service | - Empathy |
| - Computer Skills | - Interpersonal Skills |
| - Teamwork | - Conflict Resolution |
| - Emotional Intelligence | - Detail-oriented |
| - Presentation & Public Speaking | - Written & Oral Communication |