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Summary

Organizational development professional with five years of experience in developing creative and engaging resources for training, team management, employee development, and talent management that is accessible and data driven. Experience working remotely with teams for three years.

Experience



Business Administrator

ALBA CARE SERVICES INC

Jan 2021 - Present (2 months +)

- Acts as the Director for the Foster Family Agency (High Desert Office).
- Oversees daily operations for all personnel and FFA program.
- Promoted from Manager of Compliance and Quality Assurance Analytics



Adjunct Professor

California Baptist University

Jan 2020 - Present (1 year 2 months +)

- Teaching Business Consulting and Program Evaluation courses in Industrial Organizational Psychology Graduate Program.
- Program was ranked #5 nationally for Best Masters in Industrial Organizational Psychology programs by Best Value Schools in 2021
- Course I taught scored higher than school, college and department averages on student evaluations for Spring 2020.
- *Remote and in class instruction with adult learners.



Manager of Quality Assurance and Compliance Analytics

ALBA CARE SERVICES INC

Dec 2019 - Feb 2021 (1 year 3 months)

- Responsible for training and people development for the Office of Refugee Resettlement program.
- Acts as a subject matter expert on the leadership team and developed compliance and auditing tools that reduced Corrective Action Plans to zero for Apple Valley Office.
- Leads full cycle recruitment and selection for ORR program that increased retention rates for program.
- Acts as on sight HR generalist regarding grievances, selection, onboarding, HR policies, and exit interviews.
- Analyzed employee satisfaction and engagement trends to improve employee well being.
- Highly proficient with ATS programs.



Talent and Organizational Development Consultant

Independent Consultant

Sep 2017 - Aug 2020 (3 years)

- Completed a needs analysis for mid sized company sales team that led to identifying key team process issues
- Conducted an "Effective Delegating Workshop" using the Pinpointing Method with upper and middle management and increased productivity by 28%.
- Built tools for performance appraisal reviews
- Conducted a job analysis and updated job descriptions that increased role clarity by 33%
- Provided trainings on "Multi-Generational Professional Development in the Workforce"



Employment Specialist Coordinator

Rolling Start Inc

Nov 2016 - Apr 2017 (6 months)

- Provided trainings, resume writing, mock interviews, and soft skills training.
- Created a new billing system for contractors that increased revenue by 82% for the employment services department.
- Recruited and placed clients in competitive job positions

Education



California Baptist University

Master of Science - MS, Industrial and Organizational Psychology

2017 - 2019

Courses in Business Statistics, Program Evaluation, Business Consulting, Recruitment and Selection, Culture, Teams, Change Management, Work Motivation, Servant Leadership, Positive Psychology, etc.



California Baptist University

Bachelor of Arts - BA, Psychology

2013 - 2017

Courses in Statistics, Psychology, Sociology, Cognitive Psychology, Social Psychology, History and Systems of Psychology, Lifespan Development, Neuro-Psychology, etc

Licenses & Certifications



Certificate of completing The Leadership Connection - The Leadership Connection

Skills

Community Outreach • Leadership • Teaching • Consulting • Human Resources (HR) • Team Building • Public Speaking • Organizational Development • Business Analysis • Performance Management