

CARMEN CARSON

TRAINING, RECRUITMENT, & MANAGEMENT EXECUTIVE

carmencarson@icloud.com

865-385-2223

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RESULTS DRIVEN

Talent development, program management, and training expert with extensive experience in organizational development, proven human capital and diversity recruitment strategies. Demonstrated success in sourcing, full cycle recruitment, and creating thriving workplace cultures. Skilled at building and cultivating high level customer service and professional relationships that lead to sales opportunities at talent retention. Adept at communicating and influencing for organizational growth and change.

AREAS OF EXPERTISE INCLUDE:

- Executive Coaching
- Talent Management / Acquisition (HRIS, HCM)
- Training and Development
- Team Building & Leadership
- Business Development
- Organizational Management
- Full Cycle Recruitment (ATS Management)
- Curriculum Design and Alignment
- Grant-funded programs expert
- Diversity & Inclusion
- Strong Public Relations skills
- Learning Development & Instructional Design
- Social Media Marketing for Recruitment
- Collegiate Success Program Management
- Website Design, Copy, and Branding

EDUCATION & SKILLS

Tennessee Technological University

Masters of Arts in Instructional Leadership (2007) (4.0)

University of Tennessee at Chattanooga

Bachelor of Arts in Human Ecology (2003) (3.87)

Google Suites, Microsoft Office, ATS (like Lever.io, Taleo, Searchsoft, Greenhouse.io, Workday, HR Partner), LMS (like Teachery, Teachable, Coassemble, Height), Virtual Meetings, scheduling, and presentations - Zoom, Live Webinar, Calendly, Slack, MS Teams, Adobe Illustrator, Canva, Wordpress, CRM, Mailchimp, Squarespace, Wix, Trello, and more.

CAREER HIGHLIGHTS

- Provided strategic leadership for a nonprofit organization during the pandemic that resulted in the successful and safe reopening, the hiring of over 30 new staff, the organization qualify for over \$100,000 in grants, improved revenue and a Covid-19 free environment for over 6 months.
- Recruited and facilitated the hiring of over 70 teachers, principals, and district leaders for the 12 "hard to staff" Opportunity Zone Schools in just 5 months; thus impacting over 3000 students
- Created systems and processes to help principals expedite the interviewing and hiring processes for hard to staff schools
- Developed and facilitated new hire, policies and procedures, safety, and other trainings as needed to meet the grant performance requirements which resulted in the renewal of state grants.
- Coached clients with business development strategies that consistently resulted in significant revenue increases of over \$2000 monthly (additional revenue for solo-preneurs in service oriented businesses)

RECENT WORK EXPERIENCE

Chief Executive Officer (Interim)

Little Miss Mag ELC (April 2020 - Currently) (Nonprofit)

Strategically led reopening and organization turn around to efforts revamping the systems, processes, and staffing to ensure ongoing success of the organization. • Successfully selected and implemented HRIS system. • Sourced, recruited, and hired over diverse 30 teachers and staff in five months and trained others on those processes and strategies. • Revised the policies and personnel guidelines which resulted in reduced overtime and better revenue. • Implemented HRIS system which resulted in improved record and time management for staff as well as provided a recruitment platform. Led recruitment and talent management on HRIS • Implemented tuition payment system and policies which resulted in the ending of outstanding balances. • Established on-boarding training process, 90 day review documentation and process, and numerous other leadership training programs, policies and processes that positioned the organization for growth. • Increased diversity on Board of Directors through direct recruitment of strong candidates • Graphic Design, Marketing, Press Releases, Social Media • Grant Writing & Management

Executive Coach, Trainer, and Program Consultant

Rocketry Coaching & Learning (2014 - Currently)

Held direct responsibility for the recruitment, sales, and ongoing service of clients as well as the management of organizational brand strategy. • Identified, built, and cultivated positive relationships with organizations and clients throughout the United States. • Coached and facilitated growth strategies for diverse organizational leaders including focus on working with minority and LGBTQ communities. • Designed curriculum and trained executive clients and leaders of organizations. • Created, designed, and launched brands and websites for clients and Rocketry. • Managed online marketing, content writing, and brands for small businesses through social media and website content. • Notable public speaker. • Customer facing communications. • Facilitated social media engagement and communities • Website Design, Digital Copy, Graphic Design • CRM • Email Marketing • Training Facilitator

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WORK EXPERIENCE

Educational Consultant, Coordinator of Human Capital. College & Career Coach, & Instructional Interventionist
Hamilton County Schools (2015 - 2020)

Developed and successfully implemented talent acquisition strategies and systems for improving the sourcing, interviewing, and hiring for hard to staff schools which included virtual interview processes and national searches. This resulted in the direct recruitment and hiring of over 70 diverse teachers, administrators, and central office staff in just five months. Directly responsible for strategically working to successfully increase the overall hiring of diverse candidates and to improve diversity efforts of the district, particularly for target communities. Served as consultant and collaborated with senior leadership to improve parent involvement and workplace culture through workshops, trainings, and coaching. *(Remote and site assigned)*

Trainer & Educational Consultant

The Urban League of Greater Chattanooga (2015 - 2016) (Nonprofit)

Established the design and implementation of the processes, procedures, and documentation for the grant-funded programs. Directly responsible for the program recruitment, on-boarding, and training efforts to ensure the success of the grant. Provided consultancy services to help improve and support parent engagement and to enhance the workplace culture at one of the Level 5 target schools. Facilitated training on diversity sensitivity for program educators. Managed talent acquisition needs for grant funded LEAP program. • Graphic and documentation design • Grant writing support and implementation

Graduation Coach & Academic Specialist

The University of Tennessee at Chattanooga (2010 - 2014)

Trained and developed programming to support student success, attrition, and retention. Designed curriculum and training for mentor program. Recruited, on-boarded, and trained diverse student workers from various ethnic background to serve as paid peer mentors. Established successful partnerships with community organization that resulted in additional successes in the grant reward. Regularly recruited and maintained a caseload of over 200 diverse students at UTC and in schools across the district and established strong relationships with staff. Utilized social media marketing as a recruitment and communication tool to improve engagement and student success. • Graphic Design and Social Media Management • Grant writing support and implementation

Conservator Representative

Comcare Inc. (2013 - 2014)

Responsible for ensuring the legal and ethical needs of over 30 clients (adults with mild to severe special needs) were consistently being met with fidelity by community organization and home care staff. *(Remote work with field visits)*

Consultant & Instructional Trainer (Southeast US)

McGraw-Hill (2007 - 2011)

Built and cultivated professional relationships with school districts and individual schools resulting in the increase of teacher's expertise and ease with product (Everyday Mathematics). Designed highly effective trainings about targeted products for internal and external customers. These trainings resulted in the successful implementation and further adoption of the curriculum product. *(Remote work with visits to sites)*

Instructional Coach, Trainer, & Teacher

Hamilton County Schools (2003 - 2009)

Designed and facilitated presentations focused on improving instructional practices and content knowledge of district educators. Supported recruiting efforts through interviews and strategic feedback that resulted in hiring stellar teachers. Organized and facilitated tutoring programs in which I was responsible for selecting, managing, and motivating staff for efficient productivity. Helped to recruit, interview and hire teachers for key positions. Demonstrated exceptional instructional modeling, and implementation of "Best Practices" for classroom instruction. Designed, implemented and trained staff on the my signature program, "Successful Classroom Management" to improve classroom climates, instructional practices, and rapport with parents.