

## **EXECUTIVE SUMMARY**

- Published Author "*Worth the Climb*"
- Adjunct Professor, DeVry University,
- Goal-directed professional employing more than 15 years of progressive accomplishments in customer service industry.
- Self-directed, confident initiator with the ability to motivate union and nonunion employees to achieve/exceed department goals.
- Experience managing employees in union and nonunion environment.
- Board member of the Conference of Minority Transit Officials and Family Resources.
- Adjunct Professor, Carlow University
- Independent Consultant for Mellon Bank.
- Board member of Division of Career & Technical Education for Pgh. Public Schools.

## **WORK EXPERIENCE**

### **DeVry University, Pittsburgh, PA**

**2011 - Present**

#### **Adjunct Professor**

- Public Speaking
- Fundamentals of Human Resources
- Critical Thinking
- Career Development and Planning

### **Port Authority, Pittsburgh PA**

**1999 – March 2011**

#### **Director, Customer and Community Relations Department**

- Develops and implements Programs, Policies and communication plan related to the Community Outreach Program presenting information and communicating with large audiences.
- Directs the activities of the Community Outreach Program including, but not limited to, training, scheduling of presentations, marketing of program, collection and processing of community feedback and coordination of educational programs to external and internal audiences
- Build rapport within the communities served by Port Authority by attending community events and community meetings.
- Work with Media/Public Relations Department to keep general public informed on current issues and answer concerns regarding service.
- Develops and maintains an effective Customer Service through proper selection, training and assignment of staff.
- Prepare department's annual budget; including payroll, supervising programs within budgetary scope.
- Monitors Customer Service information processes to ensure quality of service; provides statistical data and reports to management measurements of operating performance and recommends procedures to improve performance.

**Carlow University, Pittsburgh, PA**  
**Adjunct Professor**

**Jan. 2000 – Dec. 2000**

- Public Speaking
- Training & Development – Implementation and Delivery
- Trainer Preparedness – Effective Delivery Strategies

**Mellon Bank , Pittsburgh, PA**  
**Independent Consultant**

**2003 - 2007**

- Delivered Web Ex Training for the following courses:

Managing Diversity in the Workplace	Situational Leadership
Leadership Basics	Delegation Basics
Working with Challenging People	Coaching

**AT&T Wireless, Pittsburgh PA**

**1998 – 1999**

**Transition and Development Supervisor and Customer Service Supervisor**

- Supervised 25 customer service representatives including training and scheduling staff.
- Developed and enforced policies, procedures and performance standards streamlining procedures to improve performance.
- Monitored information processes and provided feedback to employees to ensure compliance with quality standards.
- Developed, designed and implemented employee evaluation and performance improvement plans for progressive discipline and performance management

**PNC Bank, Pittsburgh PA**

**1994 – 1998**

**Sr. Training Design Specialist Instructional Designer**

- Researched, developed and taught the following training programs:
  - Performance Improvement Plans with Disciplinary Guidelines .
  - Peer Mentoring Training Programs.
  - Training Programs for New Customer Service Supervisors.
  - New Hire Training Programs for Financial Services Consultants (Customer Service Skills)
- Evaluated the effectiveness of all training for maximum impact on skill transfer for behavior change and return on investment.

**Customer Service Supervisor**

**Financial Services Officer**

- Developed best practices for call center customer service department that resulted in 85% performance improvement.
- Developed the criteria and implemented incentive sales plan to measure employee quality and quantity performance.
- Delivered Management and Leadership training for new customer service supervisors.
- Delivered sales training and monthly sales goals for Financial Services Consultants.
- Trained employees to develop and maintain good customer relations by negotiating and resolving customer issues.

**EDUCATION**

MS Professional Leadership - Carlow University, Pittsburgh, PA  
BA Business Communications – Carlow University, Pittsburgh, PA  
Graduate of Leadership Pittsburgh, 2002