
CORE COMPETENCIES

- | | | |
|--------------------------------------|---------------------------------|----------------------|
| • Management | • Facilities Operation | • Servant Leadership |
| • Recruiting and Retention | • Strategic Planning | • WIOA Law |
| • Project Management | • Training Development | • Facilitation |
| • HR Policy, Process & System Design | • Analytical/Investigative Exp. | • Servant Leadership |
-

EXPERIENCE

Commonwealth of Kentucky/Education & Labor Cabinet Kentucky Career Center, Louisville, Kentucky

December 2022 - Present

Regional Program Manager

- Serves as the channel of communication and line of authority between the Director of Workforce and Employment Services and all program offices within the Louisville and Lincoln Trail Regions.
- Ensures that Wagner Peyser performance measures are met throughout the region for each reporting quarter and promotes integration across programs and partner agencies.
- Utilizes agency reports to monitor service delivery, identifies gaps, training needs and performance deficiencies and recommends and implements solutions for process improvement.
- Develops effective performance plans for staff and holds staff accountable for performance. Makes recommendations for personnel actions such as promotions, reclassifications, disciplinary actions and other personnel decisions.
- Provides technical assistance to supervisors regarding Office of Employment and Training service provisions, policy interpretation and office operations. Maintains a working knowledge of all policies relative to programs and operations.
- Develops and maintains working relationships with key partner agencies in the region, including but not limited to the Local Workforce Investment Board, Office of Vocational Rehabilitation and Office for the Blind. Serves as agency representative on the Local Workforce Investment Board and is the main point of contact for the local Chamber of Commerce.
- Ensures the state veterans' program, the Trade Program and the Business Services Program are providing quality services, and effective delivery. Participates in compliance review activities and follows recommendations from central office management. Meets with community organizations to provide information about programs and field operations.
- Monitors regional office expenditures and maintains contact with central office regarding leased and owned facility needs.

Equus Workforce Services, Louisville, Kentucky

March 2019 – May 2022

Operations Manager

- Provide daily operational supervision to Equus WIOA staff in the implementation of the Workforce Services project. Perform all administrative needs to provide consistent, quality customer service to clients.
- Manage employees in accordance with company and contract requirements to ensure compliance with Equus policies and procedures.
- Actively manage payroll for three career centers, facilitate staff training and development as well as perform staff needs assessments.
- Compare WIOA performance data to contract and/or state goals on a weekly basis; compile and analyze information to present to leadership.

- Conduct interviews, scoring, hiring and onboarding activities as needed to meet the needs of the business.
- Responsible for the outreach, interaction and response to inquiries by multiple funding sources and/or Equus as required.
- Developed and implemented ongoing solutions for various challenges to improve quality of service and business functionality.
- Conduct monthly meetings involving all staff, while interpreting and teaching staff the application of regulations and policies.
- Ensure consistency and compliance with governing laws and regulations.
- Actively investigate, develop, and recommend solutions to inquiries, problems or issues.

Department of Workforce Investment

December 2001- March 2019

Career Development Office (CDO), Frankfort, Kentucky

Resource Management Analyst III (November 2017 –March 2019)

- Provided direction in planning, organizing, and managing information resources. Acted as liaison between the business/programmatic functions of the agency and the information systems function as they relate to the Employ Kentucky Operating System (EKOS), Focus Career Suite and Kentucky Electronic Workplace for Employment Services (KEWES) program.
- Coordinated agency information resource activities to ensure that information and technology requirements were met.
- Coordinated and disseminated information to assigned local workforce development areas and central office staff to keep abreast of policies and performance set forth by US Dept. of Labor. Provided technical assistance to assigned local area as needed.
- Monitored WIOA and Wagner-Peyser programs to verify programmatic and fiscal compliance per DOL regulations.
- Reviewed EKOS and local area files for compliance as well as monitor grants and contracts. Prepared federal fiscal reports based on data from local area compliance visits.
- Analyzed alternatives for collection, manipulation, storage, retrieval and dissemination of information.
- Compiled and submitted federal reports to US Dept. of Labor. Ensured data dictionaries, records, schedules and system documentation were maintained according to standards and guidelines.
- Facilitated formal presentations to agency executives. Advised management of impact of federal and regulatory changes.
- Participated in Dept. of Labor and local workforce area performance negotiations. Reviewed local areas drawdown requests to ensure accuracy.

Kentucky Career Center Louisville, KY

Vocational Rehabilitation Counselor (February 2017 – November 2017)

- Provided counseling and guidance to clients regarding vocational choices.
- Analyzed and interpreted educational, social, medical, psychological and vocational information relative to the applicants or clients.
- Determined level of aspiration, interest motivation, aptitude and scholastic achievement. Determined client eligibility and need for rehabilitation services.
- Developed diagnostic plan for each client, developed comprehensive individual rehabilitation plans for clients.
- Participated in job development and job placement programs, contracted prospective employers and followed up on clients who had been placed. Worked with the community in establishing facilities and programs to assist the handicapped and disabled.
- Developed community referral sources for rendering services to clients.
- Maintained records and prepared reports and correspondence related to the work.

Workforce Development Consultant (June 2009 – February 2017)

- Served as regional team leader for Business Services Department and oversaw the activities of the center.
- Managed employees to ensure compliance with policies/procedures within the center.
- Made recommendations in developing and meeting qualitative and quantitative goals.
- Conducted monthly Business Services meetings to ensure goals were met.
- Interpreted written and oral instructions to staff to carry out the program functions such as intake, counseling, training programs, referral, job placement, and all unemployment insurance services.
- Met with unemployment claimants, job seekers, employers and representatives from other state and local agencies.
- Performed public relations work to promote the Department's programs and responded to public inquiries and complaints.
- Investigated problems, complaints and issues from customers, community and staff.
- Assisted employers in posting jobs, filling positions, interviewing and screening applicants.
- Built relationships with community partners and schools.
- Approved job postings from employers, screened resumes, managed employer accounts for recruiting and hiring.
- Facilitated and attended career fairs.
- Brainstorm and research hiring trends and strategies to recruit
- Facilitated staff training in EKOS, Focus Suites, LMI, and Burning Glass. Assisted staff and employers with Focus Talent, Focus Career, Focus Assist, EKOS, KYNET and KEWES.

EDUCATION Bachelor of Arts – Sociology Laurentian University