

**Sharon D. Baker**

██████████  
**Louisville, KY** ██████████  
██████████  
██████████  
██████████

---

**SUMMARY OF PROFESSIONAL QUALIFICATIONS**

- Staff Recruitment
- Change Management
- Retention Strategies
- Management Coaching/Mentoring
- Employee Relations
- Organizational and Strategic Planning
- Training and Development
- Policy Development
- Knowledge of Federal and State Employment Laws
- Excellent written and oral communication skills
- Interviewing and New Hire Orientation
- EEOC
- Conflict Resolution
- Labor-Management Relations
- Collective Bargaining
- Lobbying

**PROFESSIONAL EXPERIENCE**

**U.S. Government**

**1988 – December 2019**

**Alternative Dispute Mediator – Equal Employment Opportunity Commission**  
**2003 - Present**

***Major Duties:***

Rated Outstanding in the performance of the following:

- Maintaining an 90% average success rate in mediations
- Training of new mediators in the District
- Developing and conducting outreach training on employment laws to businesses and Federal and state agencies
- Conflict Resolution Strategies

**Enforcement Investigator – Equal Employment Opportunity Commission – Dec. 1993 to Jan. 2003**

***Major Duties:***

- Assisted in the training of new investigators
- Developed cases for litigation
- Analyzed highly technical and sensitive information for legal action
- Coordinated and provided training in employment laws for customers in Kentucky

**Human Resources Specialists – U.S. Army Corps of Engineers – Jan 1988 – Dec. 1993**

**Major Duties:**

- Served as Recruitment and Staffing Specialist
- Developed and implemented special employment program
- Developed and coordinated district's training plan
- Conducted training based on employee assessments
- Facilitated and co-developed specialized staff training
- Cross-trained in Position Classification

**American Federation of Government Employees (AFGE) AFL-CIO March 1999 - Present**

**Major Duties:**

Elected President, Local 3599 covering KY, TN, MS, AL, FL, GA, NC, SC,

- Manage the local's business by providing legal, technical and administrative guidance
- Negotiate Memorandums of Understanding and Settlement Agreements with top level management personnel
- Lobby congressional staff on policy and staffing issues
- Serves as training coordinator and trainer for union representatives
- Serves as Chief Negotiator for Collective Bargaining Agreement
- Responsible for all Impact and Implementation Issues
- Files and represents employees on all Unfair Labor Practices (ULPs)

I work closely with the Council President with our agency's Chair and designee in developing new program concepts for agency-wide implementation. I serve as a member of the agency's Labor-Management partnership forum. I have facilitated the training at the various district forums.

**EDUCATION**

Master of Arts in Human Resources Management, Webster University - Dec. 1993

Bachelor of Business Administration - McKendree College - Dec. 1989

**OTHER**

Christian Education Teacher, New Members and Spiritual Gifts -St. Stephen Baptist Church – Kentucky State Social Action Chair for Delta Sigma Theta Sorority, Inc.

**REFERENCES**

Available upon request