

# YVONNE DENISE AUSTIN

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## IMPACTFUL TRAINING AND DEVELOPMENT PROFESSIONAL

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Results driven professional with experience in creating, building, managing and improving organizational and human resource systems. Accomplished leadership and development experience with a proven and successful record of accomplishment in: Operations Management, Human Resources Management, Leadership Solutions, Labor Relations, Training and Organizational Development and Budget Control.

### Core Strengths:

- Staff Development
- Supervision and Training Leadership and Mentorship
- Cross-Functional Team Management
- Team/Relationship Building
- Change Management
- Skilled Negotiator
- Quality Communication; Verbal, Written, and Interpersonal
- Program Planning/Management
- Problem Solver
- Creative Thinker
- Effective Facilitator and Presenter

### EDUCATION

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**Doctor of Education in Organizational Leadership Education**  
Spalding University – Louisville, KY

**Master of Arts in Public Administration – Human Resource and Labor Management**  
**Master of Arts in Training and Development – Organizational Education**  
University of Louisville – Louisville, KY

**Bachelor of Science – Business Administration / Management**  
South Carolina State University – Orangeburg, SC

### PROFESSIONAL EXPERIENCE

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Closing the Gap Consulting, LLC March 2007 to Current  
**President/Lead Consultant** Louisville, KY

- Facilitate programs related to diversity and inclusion, leadership, and staff development.
- Design and implement post-licensor development programs.
- Lead the preceptor program to mentor caregivers how to provide caregiving.
- Achieved the highest rating for all facilitators for programs facilitated.
- Produce receptionist and customer service courses to synchronize system processes and procedures.
- Present information using a variety of techniques, such as role playing, team exercises, group discussions, videos, teach back and lectures.
- Monitor and evaluate trainings for program effectiveness.
- Create courses for new leaders in the workplace such as *Practice Managers Development Program, New Team Development, Generations in the Workplace, and Business Protocol and Attire.*
- Develop and create department strategic plans based on the organizations mission.

Metropolitan Sewer District March 2009 to Current  
**Operations and Support Services Administrator** Louisville, KY

- Train, mentor, and develop of employees in their current roles.
- Conduct interviews and determine which candidates to bring on for employment.
- Assist with performance management along with production management and planning.
- Supervise and direct employees in processes and procedures in line with the Consent Decree
- Communicate with customers and Metro council members to ensure positive resolution of community concerns
- Perform compensation administration and performance counseling duties.
- Assist with strategic planning to help the organization achieve its objectives.
- Managed budgets up to half million while controlling training, PPE, maintenance, automation, system improvement and supplies.

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- Devise programs to develop potential among employees in lower-level positions; serve as a mentor and coach.
- Mentor new leaders as a graduate of the inaugural leadership Aspire: Visionary Leadership Program

## PROFESSIONAL EXPERIENCE

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*Previous positions: Human Resources Supervisor, Field Supervisor*

Louisville, KY

### Ford Motor Company/Lead Superintendent

Louisville, KY

- Inaugural diversity team member to develop the plants diversity program.
  - Implemented and developed the department process to diversify and balance the teams based on the company guidelines.
  - Monitored the affirmative action plan and numbers during the interview and hiring selection process.
  - Reported inconsistencies to the executive team.
  - Presented the local plants diversity outcomes and action plan to the Ford African American Network (FAAN).
  - Exceeded mandated compliance numbers as outlined by Ford.
  - Created a team to mentor minority and women new hires.
  - Paired executives with minority leaders to create
- Conduct employee investigations to determine the disciplinary outcomes for hourly and salary employees.
- Investigate all disciplinary and quality matters for the department.
- Conduct daily department audits to ensure policy compliance.
  - Prepare and deliver daily reports outlining audit outcomes and improvements, if needed.
- Conducted and led weekly team meetings, as the launch superintendent, to ensure all government, union, and company mandated regulations were being followed.
- Collaborate with management and the executive team to ensure procedural compliance with employees and production.
- Investigate department allegations of discrimination, harassment, and workplace bullying.
- Provide team mediation to resolution in personnel issues when developing policies.
  - Created a record keeping process for the department to store all disciplinary actions and complaints.
- Represented and presented for the paint department in the union negotiations.
  - Developed the PPT guidelines
  - Developed breaks according to the internal temperature
- Implemented cost savings programs with a yearly recognized saving.
  - Reduced material cost for the department.
  - Eliminated redundant work stations while reducing manpower.
  - Eliminated variances in the system.
- Best in Class Recognition for controlled quality and production output.
- Led three employee involvement groups through the quality improvement process.
  - Department top honors for daily quality and production improvements
- Developed program to transition internal nonunion employees

## PROFESSIONAL TRAINING CERTIFICATIONS

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Sullivan University International Center for Collaborative Solutions/ <b>Workplace Mediation</b>	Louisville, KY
RDR Group/ <b>Diversity, Inclusion Behaviors: The Bridge to Engagement and Cultural Competency</b>	Louisville, KY
Franklin Covey/ <b>7 Habits for Managers 2.0, 5 Choices to Extraordinary Productivity</b>	Louisville, KY
The Bob Pike Group/ <b>Bob Pike-Boot Camp Train-the-Trainer</b>	Louisville, KY
The Bob Pike Group/ <b>Bob Pike Participant Centered Learning Instructional Design</b>	Louisville, KY
Managing for Excellence Leadership Series /Developmental Dimensions International (DDI)	Louisville, KY
Leadership Development Series:	

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| ▪ <b>Essentials of Leadership Series</b>                              | ▪ <b>How to Deal with Difficult People</b>        | ▪ <b>Essential Skills for New Leaders</b>        |
| ▪ <b>Team Building</b>  | ▪ <b>Conflict Management</b>                      | ▪ <b>Getting Started as a Leader</b>             |
| ▪ <b>Critical Communications</b>                                      | ▪ <b>Building an Environment of Trust</b>         | ▪ <b>Coaching Your Employees</b>                 |
| ▪ <b>Zapp The Lightning of Empowerment</b>                            | ▪ <b>Team Decision Making and Problem Solving</b> | ▪ <b>Leading in an Accountable Organizations</b> |
| ▪ <b>Preceptor: How to Lead Others in an Accountable Organization</b> | ▪ <b>Team and Personal Accountability</b>         |  |

Lant and Associates/ <b>Spirit of CareGiving®</b>	Louisville, KY
Ford Motor Company/ <b>Certified Interviewer for Hourly and Salary Personnel</b>	Louisville, KY
Center for Health Equity/ <b>Healing Possible Quorum 100 to support social change</b>	Louisville, KY

## CIVIC ENGAGEMENT

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### Board Membership

Home of the Innocents Executive Board Member	Louisville, KY
▪ Chair Nominating Committee, Past Human Resources Committee Chair, Past 2nd Vice Chair	
Nativity Academy Board Member	Louisville, KY
▪ Co-Chair Scholarship Gala	
Norton Commons YMCA Board Member	
▪ YMCA Capital Campaign Division Leader	Louisville, KY
Supplies Over Seas Board Member	Louisville, KY
Louisville Urban League Guild	Louisville, KY
▪ President, Past 1 <sup>st</sup> Vice President , Chair the Senior Recognition Gala, Urban League Board	
▪ Raised and donated the highest level of scholarships.	

### Affiliations

Delta Sigma Theta Sorority, Incorporated. – Louisville Alumnae Chapter	Louisville, KY
▪ Membership Committee, Recording Secretary, Courtesy and Hospitality Committee, Mid-West Region Conference Planning Committee, Physical and Mental Health Chair	
The Links, Incorporated – Louisville Chapter	Louisville, KY
▪ Chair Social Action Committee	
Kentucky Colonel	
Kentucky Derby Festival	Louisville, KY
▪ Half Marathon/Marathon Ambassador (2016), Urban Bourbon Half Marathon Bourbonite (2017)	
▪ Recruited and promoted the half and full marathons with a focus on minority participation, which resulted in a 15% increase in the Urban Bourbon and an overall growth of 18% in the Derby Marathon. Worked with a selected team to increase the visibility and develop marketing strategies to increase participation.	
▪ Organize running, walking and bicycling teams to support various fund raisers.	