

Highly motivated Advocate/Volunteer, Business Leader/Manager with 26+ years of diverse experience in Global Training, Human Resources and Organizational Development initiatives. Disciplined professional with proven success in process improvement, project management and leadership. Leadership experience includes building infrastructure or realignment of existing one to support the strategic vision of the organization.

- Trainer - Instructor
- Curriculum Design
- Project Management
- Group Facilitator - Team Building
- Human Resource
- Advocacy
- Professional Development
- Organizational Change
- Continuous Process Improvement (CPI)

**PROFESSIONAL ACHIEVEMENTS**

**Training:**

- Designated Texas Partners in Policymaking Project Coordinator responsible for developing the programs curriculum design for eight (8) two (2) day sessions to train Self-Advocates and Parents of Children with Developmental Disabilities (DD) to advocate to legislators for system change in DD.
- Responsible for the facilitation and interactive participation of 35 selected advocates across the State of Texas for the Partners in Policymaking Program.
- Designed and implemented a global training curriculum for 10,000 managers in 200 countries, resulting in \$1 million cost savings. This involved an extensive domestic and international travel schedule.
- *Design for Six Sigma* project resulting in \$1.3 million cost savings and realignment of existing training functions. Certified Six Sigma Green Belt.
- Managed a team of 24 subject matter experts on the design and implementation of a multiple level operations training curriculum. Mentored the subject matter experts in training fundamentals, resulting in the building of Branch Operations Training Department.
- Managed the design and implementation of Leadership, Professional Development, Technical and New Hire curricula for a division of 6,000.
- Negotiated and managed National vendor relationships, resulting in division training and significant cost savings.
- Led a team of Senior Consultants and business partners in a Competency assessment and analysis of 150 training programs to performance outcomes, resulting in an online Training Effectiveness Measurement System for a division of 27,000 employees.

**Advocacy:**

- Receive recognition for recruiting advocates and speaking in many community venues to raise money and awareness for the organization.

- Have successfully advocated for children with disabilities in education, medical settings and getting them placed in permanent homes. One success involved working with a potential placement in South Carolina. Josie, has downs syndrome and required a feeding tube, wheelchair and oxygen. Advocated for her several times in the school system to ensure she got the education she deserved. Regularly visits to school, attended ARD's and IEP planning. Josie is now in 3rd grade and this year went to overnight camp.
- Currently, advocating for an infant (Maverick) with physical and neurological complications from his traumatic birth. Again, my goal is to stay on top of his medical needs, OT, PT, and Speech Therapy, and developmental progress. Continue to find the right permanent home that will advocate for Maverick. He has changed placements three times in 9 months, and two hospital changes, Jan is the has been in his life that form the third week of his life. Jan won't stop until he has his forever placement.
- Most of Jan's children are media cases, with traumatic stories and injuries at our introduction. Many times, the Judges will ask for Jan to be assigned to a case, because they know I am a fierce advocate and will find permanent placements even in difficult situations.
- Served as an advocate during "Blue Ribbon Day" in Austin, and been asked to speak in front of the Health & Human Services Committee HHSC. Chosen by HHSC to speak with several Senators & Representatives Offices regarding "rainy day" funding and changing Medicare for children in foster care.
- Have advocated for necessary equipment, not covered by Medicare with the Child Welfare Board – Region 8, for a child with a deformed skull, from not being from not being picked up, while in foster care.
- A tireless advocate for children in the foster care system.

**Human Resources:**

- Recruited 10 National Speakers and 35 advocates for the Texas Partners in Policymaking Program. Launched Performance Management System, which included a 360° assessment tool, development plan, coaching and one on one feedback for a division of 27,000 employees.
- Served as primary HR contact for business partners in the implementation of Mentor Network Strategy and Human Resources Management Development Programs for 400 high potential managers.
- Led Recruitment and Retention strategy during a 300% growth year with the organization.
- Managed all aspects of New Hire Orientation Program.

**Organizational Development:**

- Developed the Texas Partners in Policymaking Model for the Texas Council for Developmental Disabilities (TCDD).
- Collaborated on an ongoing basis with senior business partners to solve business challenges, improve communication and facilitate process improvement initiatives. Specific cultural change initiatives included: classroom to e-learning/blended solutions; Six Sigma methodology; Measuring Training Effectiveness and HR/Training department realignment to business units.

**PROFESSIONAL EXPERIENCE**

- Johnson Applied Solutions LLC June Curriculum Design and Training Facilitator 2016-Present
- Court Appointed Special Advocate (CASA) CASA volunteer in Bexar County May 2004-Present
- Merrill Lynch & Co.f Private Client Services and Technology Division August 1999-May 2002

*AVP, Senior Training Consultant*

- Waterhouse Investor Services, Inc. December 1993-September 1996  
*VP, Director of Training*
- Educational Testing Service September 1984-August 1993  
*Global Training Consultant*

## EDUCATION & TRAINING

Murray State University, Murray, KY	1981 BS-Physical Education
Merrill Lynch	2000 License Series 7 GSRE
Villanova University, Villanova, PA	2002 MA-Human Resource Management
Merrill Lynch	2002 Certified Six Sigma Green Belt
Bucks County Community College	2003 Certificate in training and development
Court Appointed Special Advocate, Bexar County, TX	2004-Present - Annually 35 hours of training
Partners in Policymaking Training Program	2016 - 24 hours

## AWARDS - CITATIONS

- 2011 CASA Advocate of the Year
- 2011 CASA Advocate of the Year for the state of Texas and United Way (BEXAR County)  
Community Volunteer of the Year
- 2006, received the "CASA Rookie of the Year" award