
WORKFORCE DEVELOPMENT SPECIALIST RESUME

Summary:

A specialist who has been known to have a demonstrated ability to aptly balance and prioritize work load, handle multiple tasks and demands in a productive manner; has a solid background in leading large-scale organizational change and improvement efforts utilizing his thorough understanding of all principles and practices of organizational development and training acquired over the years; has excellent skills in building rapport with customers of all levels, using relationship as a value add to gain client and organizational trust; has been adept at gathering data through listening and advanced prequalification processes to modify and upgrade training tools based on client requirements.

Professional Experience:

Workforce Coordinator October 1992 – Present
Agency for International Development, Washington, DC

Responsibilities:

- Assumed market and technical leadership in implementation and handling of administrative support for service centers as well as regional satellite offices.
- Communicated with the local and regional management members regarding staffing issues, and enforced statistical and performance standards.
- Acted as liaison to various departments whose task also involved internal resolution of problems.
- Gained the cooperation and trust of internal and external resources to reach overall business objectives.
- Ensured efficient department operations through an organized plan and systematic work flow execution.
- Tracked down and monitored the operational and project progress by communicating with both internal and external resources.

Development Specialist August 1988 – August 1992
Tiffany & Co. Parsippany, NJ

Responsibilities:

- Identified the need for assistance geared to assist disadvantaged applicants by providing them with a regular job status after passing six months of probation.
- Assisted employers in establishing criteria for salary scale guidelines commensurate with prevailing rates.
- Established employer-worker relationships by resolving complaints/problems and misunderstandings; recommended corrective actions.
- Promoted and developed employment opportunities for applicants and existing employees.
- Developed and organized on-the-job training program opportunities for employers.
- Assisted in drafting and writing employment contracts as well as benefits coverage.

Liaison Specialist February 1984 – July 1988
Fair Point Communications, Inc. Portland, ME

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Development Specialist August 1988 – August 1992
Tiffany & Co. Parsippany, NJ

Education:

1986-1988 Masters Degree in Public Policy/Administration
Cornell University, NY

1982-1986 Bachelor's Degree in Social Services
Columbia University, NY

Skills:

- Quantitative, analytic, design, research and implementation skills

- Strong interpersonal skills and a self starter
- Experience in proposing and implementing successful and practical solutions
- Knowledge in managing field projects, implementing workforce development programs in both international and local settings
- Excellent communication skills

Responsibilities:

International Association of Workforce Professionals, Member
Workforce Development Board, Member

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