

Summary

Training professional thrives in making maximum use of managerial and instructional skills to identify, develop, and conduct unique training programs, organize high-end professional courses and motivate employees to achieve maximum productivity for fast growing organizations.

Skills

- Educational Development and Training
- Staff Development and Teambuilding
- Orientation and On-boarding
- Guiding, Directing, and Motivating
- Coaching and Developing Others
- Strong Influence and Negotiation Skills
- Inventory and Payroll Management
- Personnel and Human Resources
- Oral and Written Communication
- Vendor Relationships
- Document Creation
- Customer Relations
- Performance Management
- Meeting and Event Planning
- Integrity and Approachability
- Public Speaking
- Creative Thinker and Decision Maker
- Persuasive skills
- Organizational Development
- Communications

Technical Skills

- Microsoft Office Suite Training – Word, Excel, PowerPoint, Project Management, Visio, & Outlook
- Healthcare Practice Management Systems & EHR's (Cycare, Medic, Athena, Allscripts and Chartviewer computer applications
- M-Modal Transcription
- IBM AS-400 Midrange server training
- Spreadsheet and Database Creation

Accomplishments

- Developed a Training Department - Design/Delivery of Training/Adult Learning Principles
- Initiated Grant Training - \$200,000 free money (4 years) – trained 1500+ employees to enhance productivity & impact customer satisfaction
- Regulatory Annual Training – 13 years
- Implementation of 3 Practice Management Systems & 3 EHR Systems
- Needs Assessment & Training Matrix

Professional Experience

Kaizen Technologies, Inc. – 1 Lincoln Avenue, Edison, NJ 08817

Project Manager Intern COE – June 2016 – Present

- Enrolled in an accredited program (PMI) for project management professionals. Trained in the principles, concepts and best practices of project management.
- Created Statement of Work, Business Case and supported the sponsor with the project charter.
- Trained and used Excel, Visio and Microsoft Project for automated gathering and reporting on key performance indicators.

Summit Medical Group- 150 Floral Avenue, New Providence, NJ 07974

Trainer – July 2000 & Training Manager – Education & Training - July 2002 – November 2015

- Developed a Training Department - this included learning what the courses would be, developing a training curriculum and schedule, designing training rooms, and hiring trainers.

- Accountable for instructional design, development and facilitation of training courses and materials (including visual aids and presentations) for all existing and new staff members including physicians, directors, managers and supervisors
- Taught all Soft Skills - Customer Service, OSHA, HIPAA, Risk Management, Sexual Harassment, Fire and Safety, Leadership, Communications, Staff Development, Human Resources, Active Listening, Negotiating, etc.
- Taught all Computer Applications – In-house applications, Microsoft Applications
- Educated instructors and supervisors in techniques and skills for training and dealing with employees
- Determined potential of training program for future needs of organization
- Estimated costs of training operations and subsequently managed them in accordance with the budget to ensure maximum return on investments.
- Analyzed training needs to develop new training programs or modify and improve existing programs
- Developed and ran orientation program for new hires (200 new hires in a year)
- On-boarded & trained over 100 physicians (within a year)
- Provided annual training to meet regulatory requirements for 1,500+ employees/physicians
- Negotiated and instated third-party training – free grant funding (\$200,000)
- Proven ability to lead seamless implementations for healthcare systems (3 Practice Management Systems and 3 Electronic Health Records)
- Conducted assessments and analysis to identify new development needs
- Learned/Tested new computer applications and enhancements
- Adhered to Human Resources Guidelines for interviewing, hiring, managing performance and participation in workplace activities and services
- Processed payroll for training staff (ADP)
- A proven track record of significant improvements in learning processes, productivity, quality, and customer satisfaction while reducing costs, lowering turnover, and maintaining a positive work environment.

American Retail Enterprises – North Brunswick, NJ 08902

Office & Training Manager - 1989 - 1999

Administrator/Training Manager- 1986 - 1989

- Liaison between home office, field managers and 300 retail stores
- Accounted for all aspects of training (computer and non-computer related) for existing and new hire personnel including front line staff, managers, administrators and VP's
- Coordinated outside training, seminars and conventions
- Created training programs, curriculums and instructional guides
- Supervised operations, managed and motivated staff
- Implemented new retail management software
- Maintained IBM AS-400 computer system and peripherals
- Managed enhancements and upgrades relative to retail software
- Scheduled, prioritized, delegated and coordinated projects to meet deadline requirements
- Executed new policies and procedures and created company manuals
- Responsible for purchasing of service, equipment and supplies
- Interviewed, hired, terminated, and performed reviews/appraisals of personnel
- Performed audits of payroll, tracked employee time and handled all benefits
- Accountable for inventory management control

Education

Kaizen Technologies – Edison, NJ

Project Management – 2016 – PMP Candidate

Received 50 PDU's

William Paterson University

Management/Leadership – 2011 - 2014

Alphatrain – Union, NJ

PC Help & Support & Training – 1999 – 2000

Lawson – Miami, FL

IBM AS400 and Retail Software – 1984

Cittone – Edison, NJ

Business Administration, Word Processing & Training – 1981 – 1982

John P. Stevens HS – Edison, NJ

Diploma

Certifications

William Paterson University – Customer Service, Communications, Organizational Design, Leadership and Management, Negotiating and Organizational Dynamics

Certificate for PC Help and Support and Training

Certificate for Retail Software

Certificate for Business Administration, Word Processing and Training

Professional Affiliations

ASTD, Member since 2009

Project Management Institute (PMI) New Jersey Chapter, Member since 2016