

# ROBERT SMITH

## Employment Training Specialist

[info@qwikresume.com](mailto:info@qwikresume.com) | [LinkedIn Profile](#) | [Qwikresume.com](#)

More than thirteen years of work experience developing and implementing customer service and management responsibilities. Motivated, proactive, and tenacious team player; an ambitious leader dedicated to success. Expertise in managing multiple projects and working at all levels of an organization Maintain an excellent customer satisfaction rate.

## EXPERIENCE

### Employment Training Specialist

#### ABC Corporation - MAY 2010 - AUGUST 2011

- Conducted intake interviews to assess clients employability skills and abilities.
- Educated/ instructed clients on various training, educational, and employment opportunities in the local area.
- Administered career assessments to clients to measure and evaluate interest, strengths, and abilities to develop individual employment plans.
- Referred clients to educational training opportunities for the goal of enhancing present knowledge and skills for future gainful employment.
- Represented JobLink during presentations for program applicants, area employers, community groups, training vendors, and state/local agencies.
- Developed efficient follow-up procedures to monitor/maintain clients and employers level of satisfaction with the program.
- Researched/compiled labor market statistical data for all career industries, for the purpose of educating clientele on industry outlook.

### Employment Training Specialist

#### Delta Corporation - 2007 - 2010

- Within Goodwills workforce development team, as an Employment Training Specialist, I was responsible for teaching adults with special needs how to .
- Through an individuals own program, I would set up specific goals and help them reach those goals through close interaction and mentoring.
- This job was extremely rewarding in the fact that it helped me learn essential leadership and management skills as well as learn flexibility and .
- Participated launching a new service initiative in Grant County, IN Served as part of a three person team spearheading training and job development .
- Attained employment for 93% of the individuals served, one of the highest rates in the Supported Employment Department.

- Provided individualized counseling and training as needed in order to modify inappropriate behaviors, attitudes and work habits.
- Assist adults with intellectual and physical disabilities out in the community at volunteer job sites, job sites or recreational activities.

## **EDUCATION**

- Bachelors of Science in Occupational Therapy - (Howard University)

## **SKILLS**

Microsoft, Monitoring.