Program Facilitator

ROBERT SMITH

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Objective

Seeking to obtain a management position within a company that will allow growing and expand the experience.

Skills

Proficient In Office Suite, Personnel Management, Proficient In Adobe Suites, Strong Communication Skills, Strong Customer Service Skills, Contract Negotiations.

Work Experience

Program Facilitator

ABC Corporation - April 2013 – July 2016

- Facilitates all administrative components for existing in-person and online courses, workshops, conferences, and all other departmental events.
- Responsible for ensuring all courses run efficiently through planning and coordinating program logistics.
- Resolves troubleshooting issues that arises with the Director and Instructors Coordinates with consultants for the purpose of facilitating their roles and responsibilities.
- Provides assistance to participants who are using online learning platforms.
- Assists in the development of course schedules and offering and responsible for its implementation on a continual basis.
- Works with Director on creation and implementation of performance rating system to assess program quality.
- Increased program offerings from 21 programs held to 44 programs within a 2-year time span.

Program Facilitator

ABC Corporation - 2012 – 2013

- Provided individual and group guidance services relative to problems of scholastic, educational and personal-social nature to dormitory students.
- Suggested remedial and corrective actions.
- Assisted students in making better adjustments and in planning intelligent life goals.
- Planned and directed program to orient new students and assisted in their integration into campus life.
- Initiated and conducted group conferences to plan.
- Discussed programs related to assignment of quarters, social, recreational activities and dormitory living.
- Investigated reports of misconduct and attempted to resolve and eliminate causes of conflict.

Education

Bachelor's in Business Administration: Management - 2009(Texas A&M University - Kingsville - Kingsville, TX)

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