

BOBBI ROBINS

1020 Edmund Ave. • Baltimore, MD 21228
555-555-5555 • bobbir@gmail.com
Military Spouse • U.S. Citizen

CAREER OBJECTIVES: Social Services Series, GS-0101-07/09; Administration and Program Series, GS-0301-07/09; Program Management Series, GS-0340-07/09.

SUMMARY OF SKILLS:

Six years' experience in employment readiness counseling, case management, employment training coordination, and database maintenance. Specialized knowledge in federal employment, military spouse and veterans' preference for federal careers. Effective webinar instructor and training coordinator. Effective in customer service, attention to detail and follow-up. Proficient in information databases: Adobe Quickbase, Excel, Google Doc management; gotomeeting.com systems; Constant Contact updates; mail-merge, survey development and study tracking systems.

PROFESSIONAL EXPERIENCE

EMPLOYMENT SERVICES AND TRAINING COORDINATOR

02/2014 – Present

Federal Career Training Institute and The Resume Place, Inc., Catonsville, MD 40 Hours per Week
1012 Edmondson Avenue, Catonsville, MD 21228
Supervisor: Kathryn Troutman, (410) 744-4324; may contact

FEDERAL EMPLOYMENT READINESS CONSULTANT: Review client resumes and federal job targets to determine congruence among their eligibility, career goals, and the target job field. Counsel students, private industry clients, current federal employees, military veterans, and spouse clients on their career objectives and direct them towards federal job resources.

CLIENT ASSIGNMENT: Oversee federal resume case management, encompassing a range of clientele seeking consulting, training, and writing services for federal employment. Review client objectives and clarify the scope of work purchased. Evaluate workloads, schedules, and writer specialties to assign projects to 20+ professional staff.

TRAINING COORDINATOR, TEN STEPS TO A FEDERAL JOB®: Coordinate registrations; provide training support, materials delivery for military and university career and employment counselors worldwide. Follow-up after live and webinar trainings to manage evaluations, materials and Ten Steps material distribution. Produce invoices and discuss Ten Steps training program materials and resources with purchase officers.

WEBINAR INSTRUCTOR: Using gotomeeting.com technology, teach 30-minute webinars to federal applicants, including Ten Steps to a Federal Job™. Coordinate and act as facilitator for webinar series with other panelists. Set up webinar classes online and provide PowerPoints and handouts for webinar classes. Manage course evaluations.

MAINTAIN CLIENT AND TRAINING DATABASES: Using Adobe QuickBase and Excel in Google docs, maintain annual certifications and ensure that registrations and licenses are maintained. For resume service clients, maintain the same database for client information, documents, project estimates and assignments. Follow through to ensure data is up-to-date.

PROJECT MANAGEMENT: Team Leader for a major project aimed at leveraging resources and technology to improve client tracking and success rates. Conduct data analysis across multiple databases

and collaborate with staff to revise reporting procedures. Develop customer satisfaction surveys and coordinate ongoing work standardization efforts.

CUSTOMER SERVICE: Deliver high-quality support and service to all customers through effective communication, tactfulness, and a professional demeanor. Provide project cost estimates and interact with clients via phone, email, and other written correspondence. Manage and resolve client complaints, and coordinate with staff members and subcontractors to ensure client satisfaction.

Key Accomplishments:

- Improved communication with past Ten Steps Certified trainers through updated correspondence to support our three year Ten Steps License.
- Supported the creation of a database that tracked the Ten Steps classes being taught worldwide by licensed trainers and the number of classes taught per base. Recognized that more than 226 military bases were licensed to teach Ten Steps to a Federal Job in 2012; and more than 12,000 of the Ten Steps text – Jobseeker's Guide – were supporting the Ten Steps curriculum. Created new data to recognize the importance of federal employment training for military spouses, transitioning military and civilians.
- Improved resume client database system to improve tracking, customer service data and client results information. Designed a survey and received results from 140 federal resume clients.

FAMILY READINESS OFFICER (NF-0301-04)

Marine Corps Community Services, Camp Schwab, Okinawa, Japan
Supervisor: Taylor Sophreti, xxx-xxx-xxxx; may contact

11/2009 – 02/2013

40 Hours per Week

CLIENT SUPPORT & NEEDS ASSESSMENTS: Conducted biannual surveys to assess needs of families and personnel to increase the program's value. Assisted clients in prioritizing issues/developing plans and goals tailored to meet specific needs. Provided support and assistance to the Marines, Sailors, and their families through weekly informational email communications and newsletters.

WORK & FAMILY LIFE EXPERT: Managed the presence of program resource specialists at major unit events to increase accessibility. Fostered support systems for new and less experienced FROs through mentorship. Connected outbound personnel and family members with FROs at their gaining command.

VOLUNTEER RECRUITMENT AND COORDINATION: Interviewed and supervised a team of 11 Family Readiness Assistants and Command Team Advisors. Coordinated annual volunteer recognition events.

COMMUNICATION MANAGEMENT: Used MS Excel, MS Outlook, and Marine Online to maintain distribution lists of up to 750 Marines spread throughout six companies and their family members. Used distribution lists to facilitate home and section visits as well as telephone, post, and email communications to maximize awareness of the program and to connect eligible persons with needed support services.

CONDUCTED INTERVIEWS: Conducted interviews to establish the nature and extent of concerns and issues posed by military family members. Provided assistance in developing personal and family-based goals and plans. Collaborated with social service delivery systems in the military and civilian community to manage clients and ensure positive results.

FINANCIAL MANAGEMENT & ADVICE: Managed annual Unit Family Readiness budgets of up to \$17,000. Allocated funds and donated items while ensuring that spending stayed within the guidelines stipulated for Non-Appropriated Funds. Provided the Commander with weekly informational updates on the program's financial status.

NEWSLETTER WRITING & EDITING: Utilized various software-based systems, such as SharePoint and resource websites, to gather information for inclusion in the weekly email. Used MS Word to develop and publish a weekly newsletter. Built and maintained the unit's e-Marine website to serve as an additional reference point.

Key Accomplishments:

- As a Family Readiness Officer at Camp Schwab, Okinawa, Japan, it was my responsibility to coordinate efforts to celebrate the unit's children. I suggested that the children of the local children's home and orphanage, the Nagomi Children's Home in Henoko, come to the Military Family Day. I also coordinated with the American Red Cross to collect items that would be useful to the children in the home, as well as blankets and toys. As a result of my efforts, seventeen children and five caregivers from the children's home participated in the event along with 28 American service and family members. This was the first unit-initiated event of its kind and the first real cultural exchange opportunity for many of the families in attendance.
- Coordinated with FROs across the 3d Marine Division and other outside organizations, such as the Camp Courtney Junior Marines, to plan and execute the first-ever annual 3d Marine Division Marine Corps Birthday Ball for Kids.

VOLUNTEER EXPERIENCE

FAMILY READINESS ASSISTANT (VOLUNTEER)
Marine Corps Community Services, Okinawa, Japan
Supervisor: Carl Handers, xxx-xxx-xxxx; may contact

07/2009 – 06/2013
10 Hours per Week

FAMILY READINESS EXPERT: Directly supported and assisted the Family Readiness Officer (FRO) in managing the Unit Family Readiness Program. Applied in-depth knowledge of the Commander's family readiness goals and proactively coordinated with military members and their families to increase morale and quality of life. Advised on military organization, lifestyle issues, and stresses accompanying military life to enhance relationships.

Key Accomplishment:

- Successfully responded to a need for improved communication with Marines and their family members by revamping the design and content of both weekly and monthly newsletters. My efforts directly resulted in a redesigned communication campaign that was buoyed by a visually enhanced publication and a more welcoming tone.

L.I.N.K.S. MENTOR (VOLUNTEER)
Marine Corps Community Services, Okinawa, Japan
Supervisor: Bruce Sandtople, xxx-xxx-xxxx; may contact

02/2012 – 06/2013
10 Hours per Week

INDIVIDUAL & TEAM MENTORING: Worked on a one-on-one and team basis to mentor service members and their families on the benefits, resources, and services available. Provided mentorship and guidance across Lifestyle, Insights, Networking, Knowledge, and Skills (LINKS).

CLASS INSTRUCTION: Instructed classes and workshops on a range of topics encompassing the military lifestyle. Delivered information at awareness/briefing sessions and presented key points to specifically targeted audiences, such as parents, children, spouses, etc. Briefed 1-2 assigned sections of the curriculum at monthly workshops of up to 40 participants.

EDUCATION

BACHELOR OF ARTS (B.A.) – 2011
University of Maryland University College
Major: Asian Studies • GPA: 3.82

BACHELOR OF ARTS (B.A.) – 2008
State University of New York at Geneseo
Major: Psychology & Human Development • GPA: 3.34

PROFESSIONAL TRAINING

Certified Federal Job Search Trainer / Certified Federal Career Coach, Federal Career Training Institute, certified Ten Steps to a Federal Job™ Trainer, June 2013 – June 2016.
L.I.N.K.S. Mentor Training (2012) • Level I Active Military Families Facilitator (2011) • Four Lenses Facilitator (2011) • SharePoint End User (2010) • Seven Habits of Highly Effective Families (2010)

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Access) • Statistical Package for Social Sciences (SPSS) • QuickBooks • QuickBase • SharePoint • e-Marine • Marine Online

SPOUSE PREFERENCE

Spouse of Active Duty USMC. Eligible for consideration under Executive Order 13473, September 11, 2009 Non-competitive Appointment for Certain Military Spouses, and DoD Priority Placement Program.