

Maxine Hamilton

Home: 626.999.6114 Cell: 626.444.3383 ■ 902 Battle Creek Way, Wilson CA 91789
maxineham@aol.com

MENTOR / TRAINER / LIAISON / COUNSELOR

CAREER FOCUS

Caring, compassionate, detail oriented professional with a successful 22-year career dedicated to developing, training and mentoring new employees towards success now wants to transition into a role as a part-time Academic Advisor or Job Placement staff in higher education; Will be available for Spring 2009 assignment!

Professional strengths include:

- Masters in Psychology
 - Organization/Planning Skills
 - Cultural Change Management
 - Training/Seminar Design
 - Team Building
 - Employee Coaching
 - Mentoring Program Design
 - Excellent Communicator/Presenter
 - Staff Supervision
 - Leadership Development
 - Certified Mediator/Conflict Resolution
 - Federal Program Evaluation
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PROFESSIONAL EXPERIENCE

Mentor & Coach

- Worked with recent college graduates and new hires to acclimate them with company policies, procedures and resources available to assist them with successful, long term career planning
- Counseled employees through constructive yearly appraisals and performance improvement plans to improve output and enhance unit effectiveness
- Empowered dozens of teens to increase self-esteem, gain life skills and engage in positive social activities through established monthly community volunteer program

Training & Development

- Managed all service delivery training programs for administrative, housekeeping and operations employees and supervisors for 1100-bed regional healthcare facility
- Assessed training programs, evaluated staff performance and recommended training as appropriate to fill performance gaps and maintain level of service
- Researched, wrote and updated training guides, including multi-branch procedure manuals and created content for computer based programs and correspondence courses
- Established yearly training goals and standardized delivery methods across a national finance company with 300 retail branch locations

Compliance & Regulatory Affairs

- Researched, presented and followed through on requirements for successful JCAH Accreditation renewal for four years
- Reviewed, tested and introduced new systems and operations procedures to branch personnel in compliance with new Sargate Biloxi federal regulations
- Conducted annual reviews and audits of branch operations to ensure efficient work flow and adherence to MSDW and SEC policies and procedures
- Performed liaison duties between national operations and 23 account executives nationwide and resolved customer account issues for 5000 account branches

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EMPLOYMENT HISTORY

Branch Liaison , Montana Bank, Santa Ana, CA	1995 to 1998
Training Manager , Children's Medical Center, Los Angeles, CA	1993 to 1995
New Accounts Representative , MTA Bank, Marina Del Ray, CA	1990 to 1993

EDUCATION

<i>MA in Psychology</i> , Springline University, San Diego, CA	Completed 2000
<i>BA in Business Administration</i> , University of Connecticut, Storrs, CT	Completed 1990

MEMBERSHIP & COMMUNITY INVOLVEMENT

- City of Walnut Community Club – 6 years
- Toastmasters – 2 years
- PTA Fundraising Committee – 3 years
- Rotary Club of Diamond Village – 5 years
- Delta Theta Sorority – 15 years
- Council of African American Parents – 1 year
- Girl Troop #77 Mom – 3 years
- TeenKamp Counselor – 4 years

COMPUTER & SKILLS

Microsoft Office – Excel, Word, PowerPoint
Peachtree Accounting
Internet Research (Firefox, Explorer, Navigator)
Learning Management Systems
The Calendar Planner Staff Scheduling Software
Conversational Spanish
