

DEPUTY PRINCIPAL

Executive Profile

Results-oriented and resourceful education professional with proven ability to effectively develop and implement educational strategies, policy and practices that improve student learning outcomes and benefit all stakeholders. Strengths in strategic planning, policy development, budget management, process evaluation, program development and grant management. Excellent at building relationships and managing by influence. Comprehensive analytical, strategic thinking and rapid problem-solving skills. Proven leader, approachable teacher and accountable team player. Tech savvy, highly proficient with Microsoft Office Suite and website development tools. Certified Lean Six Sigma Black Belt.

Core Competencies

- Online Staff Training
- Employee Management
- Instructional Strategies
- Conflict Resolution
- Performance Evaluation
- Behavioral Management
- Project management
- Leadership/communication skills
- Human resources
- Employee relations
- Customer-oriented

Professional Experience

Company Name City , State Deputy Principal 06/2013 to Current

- Direct the organization, management, and daily operations of assigned campus 371 students; 35 staff members.
- Hire, supervise and evaluate all campus professional, administrative, and support staff.
- Ensure compliance with federal and state laws, State board of Education rules, and board policy.
- Prepare and submit the school budget and monitor expenditures according to administrative policies.
- Develop and implement information systems to track progress on campus performance objectives and academic excellence indicators.
- Establish and maintain a program of discipline that is supportive of the instructional program.
- Conduct conferences about student and school issues with parents, students, and teachers.
- Compile, maintain, and file all physical and computerized reports, records, and other documents required including accurate and timely reports of maximum attendance to requisition textbooks.
- Establish and maintain positive relationships with members of the community and ensure their continued involvement and support.
- Demonstrate professional, ethical, and responsible behavior. Serve as a role model for all campus staff.
- Perform other duties as assigned.

Company Name City , State Director of School Improvement 06/2013 to 06/2014

- Monitored district and campus progress in meeting and exceeding the standards of the accountability systems.
- Coordinated with special programs and departments to assure that all aspects of the accountability system are met.
- Coordinated assessment development and administration with departments and campus staff.
- Coordinated the completion and analysis of district assessments.
- Aligned federal and state accountability programs with district instructional program.
- Staff Development Directed, guided, and trained personnel at the district level and in all elementary, middle, and high school campuses in the analysis of assessment data, which includes local, state and national exams.
- Met regularly with campus leadership teams, district specialists, and directors to provide current information on the accountability systems.
- Provide campus leadership teams, district specialists and directors information on all assessments.
- Developed and implemented staff development activities/plans and training programs for targeted personnel, district wide and campus wide in the areas of state and federal accountability requirements.
- Kept informed of and comply with state, district, and school regulations and policies.
- Compiled, maintained, and filed all physical and computerized reports, records, and other documents required.
- Ensured campuses are provided operational flexibility and effectively implemented of all components of the school improvement process.
- Monitored the progress of improvement plans.
- Attended campus leadership meetings regularly or coordinate the work of other district personnel *who are responsible for attending campus leadership meetings.

Company Name City , State Fraud Analyst 06/2012 to 11/2013

- Analyzed suspicious activity on customers' accounts, identifying fraudulent charges and research account history for activity that may be lined to similar activity in other accounts.
- Monitored and analyzed fraud parameters and fraud prevention reports, reducing future loss by recommending solutions.
- Prepared charts and diagrams to assist in problem analysis.
- Reviewed and research daily reports to identify suspicious/fraudulent activity across all delivery channels (i.e. ATM, Debt, Credit Card, and On-line Banking).
- Identified high-risk transactions and respond timely to mitigate potential losses by placing holds, restricting accounts, and recommend account closures.
- Periodically reviewed and testing of Card Service Reports and Fraud Detective software to ensure effectiveness in identifying suspicious/fraudulent activity.
- Responded and analyzed plastic card compromise alerts to assess the risk exposure, provide a recommendation to management, and timely

execution of a block and reissue process.

- Maintained a working knowledge of the Falcon Fraud Neural Network
- Protected the confidentiality of all financial data relating to USAA Bank operations and its members.
- Reconciled and summarized fraud losses and operational metrics, communicating results to other departments and management.
- Completed database for Suspicious Activity Report (SAR) referrals.
- Analyzed and evaluates existing or proposed system parameters, formulating strategies and specifications for fraud software applications

Company Name City , State Coordinator of College & Career Readiness 08/2009 to 06/2013

- Oversaw Career & Technical Education related grant administration and reporting.
- Project managed Career & Technical Education related district improvement projects.
- Developed and facilitated curriculum, instruction and assessment support and professional development for all Career & Technical teachers.
- Assisted Career & Technical Education Teachers with data analysis, planning and student goal setting.
- Worked collaboratively with the Director for Career & Technical Education to plan, implement, and evaluate department instructional goals.
- Maintained knowledge of Performance Based Monitoring & Analysis System (PBMAS) guidelines to ensure district compliance.
- Integrated current research and effective instructional practices in campus support activities.
- Modeled the use of data to drive instructional decisions, including the use of the District Data Management System.
- Designed and implement an ongoing evaluation process focused on improving performance of Career & Technical Education programs that provide services to students with disabilities per Texas Education Agency (TEA).

Company Name City , State Web Support Specialist 06/2007 to 06/2012

- Assisted members on troubleshooting USAA.com website for banking, financial, investment, insurance and other COSA areas of need.
- Documents, tests, implements and maintains web pages and multimedia design using appropriate web publishing, editing and graphics applications.
- Implements design standards and styles that ensure a high level of design and coding efficiency consistent with current standards, laws, and trends.
- Serves as a client contact regarding web site maintenance and enhancements.
- Investigates web site issues and coordinates resolutions.
- Monitors and reports web statistics and makes recommendations to managers to improve visibility and usability of web site.
- Maintains technical expertise in web design tools and acts as technical resource for software in field of expertise.

Company Name City , State Enterprise Business Operations Specialist 07/2005 to 06/2007

- Assisted members with inquires regarding their checking, savings, credit card, certificate of deposit, and loan accounts.
- Assisted members with Telephone Bill Pay and Web Bill Pay inquiries including enrollment, making payments, account maintenance and researching payments.
- Serviced Consumer and Home Equity Loans including payments and extensions.
- Helped members setup their accounts to download into Microsoft Money and Quicken, and also paying bills through that software.
- Processed and provided instructions for official check request, transferring funds, credit card cash advances, ordering ATM cards, wire transfers and PIN.
- Processed payments for internal accounts.
- Registered members for USAA.com and assisted members with level II issues within the web site.
- Assisted members with PIN resets for the website and voice response system.
- Assisted members signing up for Electronic Document Delivery and how to navigate through the system.
- Answered questions fellow co-workers may have had in E-Commerce as a Hot-line Representative.

Company Name City , State Deposit Sales and Services Specialist 10/2001 to 07/2005

- Counseled members on bank products and services via telephone, identifying their needs and servicing existing accounts.
- Logged end of the month wire transfer tapes.
- Assisted members with preparation for deployment.
- Verified signature cards for new accounts and changes on existing accounts.
- Answered questions co-workers may have had in Deposit Sales & Service as a Hot-line Representative.
- Opened and established new accounts.
- Researched financial inquiries to meet the customers banking needs.
- Disputed withdrawals on accounts.
- Processed wire transfers, cashiers checks, official checks, transferring funds and credit card cash advances.
- Volunteered to help Consumer Lending and Home Equity Servicing during a system.

Company Name City , State Human Resource Manager 01/1998 to 09/2001

- Researched and evaluated management practices in the construction industry, training and development programs, leadership principles and employee relations.

- Managed human resource activities for direct reports in regards to: recruiting and selection, hiring and termination, training, professional development, mentoring, counseling, performance evaluations, and salary planning.
- Coordinated and facilitated, OSHA training, for new and current employees and, instructed classes to ensure employees stay in compliance with state and federal regulations.
- Maintained the work structure by updating job requirements and job descriptions for all positions.
- Maintained organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Prepared employees for assignments by establishing and conducting orientation and training programs.
- Maintained a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.
- Ensured planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors.
- Maintained employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.
- Ensured legal compliance by monitoring and implementing applicable human resource federal and state requirements; conducting investigations; maintaining records; representing the organization at hearings.
- Maintained management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Maintained historical human resource records by designing a filing and retrieval system; keeping past and current records.
- Maintained professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Completed human resource operational requirements by scheduling and assigning employees; following up on work results.
- Maintained human resource staff by recruiting, selecting, orienting, and training employees.
- Maintained human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Contributed to team effort by accomplishing related results as needed.

Education

Mid-Management Principal Certification : Leadership 2013 Lamar University , City , State , USA

Master Certificate in Six Sigma : Leadership 2008 Villanova University , City , State , USA

Certificate of Achievement in Lean Six Sigma Black Belt : Leadership 2008 Villanova University , City , State , USA

Certification of Achievement in Lean Six Sigma : Leadership 2007 Villanova , City , State , USA

Master of Arts : Organizational Management 2003 University of Phoenix , City , State , USA

Teacher Certification : Education 2002 Southwest Texas State University , City , State , USA

Bachelor of Science : Health Care & Business Administration 2001 Wayland Baptist University , City , State , USA

Computer Skills

Dreamweaver, Illustrator, Photoshop, Acrobat Pro, Photoshop Elements, Final Cut Pro, MS office, Mac OSX, Mac IOS