

Cladie R. Spears, Ed.D.

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Career Profile: I bring over two decades of skills; innovative, organized, insatiable drive, and leadership with high job performance in diverse work environments. I am creative and resourceful in adapting instructional strategies to meet unique student needs. I facilitate classes for learning continuation as determined by customers. I have the skill-set needed to integrate content knowledge and practical experience for the benefit of adult learners. I have advanced knowledge of learning theory and community of practice with a forward-thinking direction while maintaining student-centered focus and approach.

I have a landscape view the application of learning theories as it relates to the design, development and validation of programs. In addition, an advanced knowledge of organizational leadership and change management principles and models, and application of these to improve instructional effectiveness in a diverse environment. I standardize communication to anticipate changes and new developments in technology to recommend solutions to training needs in advance. I understand that improving customer learning experience is to understand that learning is the individual growth of the person as a result of cooperative interaction with others via classroom and virtually.

I am dedicated with a powerful work ethic, and eagerly accept new challenges. I know how to utilize considerable finesse and diplomacy when developing cooperative relationships and written communications to facilitate the development of briefings, program and project management plans. My job performance has resulted in improvement in processes and business support activities. With my experience and education, I believe I'm the right candidate to join your team.

Professional Experience:

- **Southwestern College - Professional Studies (20 hr/wk)**
2800 S. Rock Rd, Wichita, KS 67210
03/2020 – Present: Adjunct Professor of Professional Studies

Current Salary: Varied/Course

Duties, Accomplishments, and Related Skills:

Provide a learning environment that supports student success. Lead message board discussions and engage students in relevant discussion and coursework via zoom video, audio, collaboration, and chat. Develop and post class syllabi in the class Blackboard. Maintain and submit accurate and timely reports for student grades/progress. Passionate educator with a strong desire to help students recognize the connection between learning and experience.

- Instruct classes of 1-20 graduate students over the course of six (6) weeks within the School of Leadership and Business Management to include: LEAD5151 Leadership Communication and Conflict Resolution.
 - Participate in scheduled meetings with faculty to discuss departmental goals and upcoming events.
 - Present clear communication to effectively instruct students in a way that is concise and understandable.
 - Provide strong organizational skills to ensure class information is accessible and easy to understand to include syllabi, assignments, and other documentation.
 - Committed team player to work successfully with other faculty to establish course guidelines, modify curriculum, and set departmental goals.
 - Demonstrate patient, reassurance, and enthusiasm when meeting with students to discuss personal progress, answer questions, and share additional learning resources.
 - Skilled understanding of technology and willing to learn about new software interfaces to enhance the learning experience of students.
- **Department of Homeland Security (DHS) – Federal Emergency Management Agency (FEMA) (40 hr/wk)**
500 C Street, SW – 4S, Washington, DC 20472
07/2007 – Present: Management Analyst – Training Officer – GS-0343-13/7

Current Salary: \$123,198.00

Duties, Accomplishments, and Related Skills:

PROGRAM AND PROJECT MANAGEMENT: A recognized expert, accountable for the overall management to include risk management, formulation, execution of long-range detailed budget forecasts and monitor usage of resources allocated for projects for the Office of the Chief Financial Officer (OCFO) training program, professional development and mandated training to over 500 staff members.

With over a decade of experience in human resource training and development, I am now ready for the next level of responsibility. I've introduced new training classes that have had an immediate impact on productivity and employee satisfaction. By conducting surveys and assessing feedback for an accurate picture of training needs, it allows the scheduled training to be relevant and necessary for the trainees. In addition, I ensure that metrics and analysis systems are established to ensure actions are timely and reviewed at critical points. I also, identify requirements and initiates requests for additional resources including personnel, equipment, and supplies. As a result, I lead the effort to turning that information into action with excellent reviews.

Routinely provide comprehensive principles, project management techniques and approaches to over 500 staff members. Conduct daily one-on-ones, address and resolve professional development challenges, facilitate team meetings, and improve team performance through one-on-one development plans. I facilitate mentor sessions, one-on-one coaching, and provide academic counseling to multidisciplinary staff resulting in serving as the 'go-to' resource.

I provide analytical proactive solutions to anticipated business challenges to the OCFO Business Operation Director by communicating program policies, business rules, and processes related to employee development. Additionally, I perform program analysis that requires the application of qualitative and quantitative methods for evaluation of internal, organizational administrative operations to determine their efficiency and effectiveness. Promote Congressional mandates for all electronic and non-electronic records throughout OCFO. As part of my regular duties I tailor information for various audiences to include Executives and develop the appropriate presentation aids to ensure effective communication of program information.

- Create learning experiences that equip new and long-term employees to excel in their work environments through expert classroom instruction, on floor mentoring and one-on-one skills coaching.
- Manage virtual training, web conferencing tools, and use of the learning management system.
- Create and promote innovative professional development curriculum and delivery practices to multidisciplinary staff to help maximize employee performance and increase productivity and efficiency.
- Facilitate training for new-hires using the adult learning theory to provide them with resources and knowledge of the organization to be successful in their role; building coalition.
- Collaborate with internal and external instructors, course design managers, and support personnel to ensure the delivery of accommodations and specialized instruction.
- Evaluate program effectiveness, identify and mitigate program employee development issues while working with senior leadership providing recommendations for improvement.
- Create and maintained a positive learning environment; modified and presented training opportunities.
- Leverage technology to design, administer, and analyze customer surveys and evaluations to improve existing program.
- Optimize employee development opportunities by identifying special interest and increasing visibility among 500+ staff through budget metric reports and briefings.
- Provide expert and authoritative counsel and coaching to staff to assist them in creating a successful individual development plan (IDP) that will meet individual needs, the Agency, and Component.
- Deliver comprehensive knowledge in coaching techniques, adult education, and performance-based training.
- Interpret qualitative and quantitative data concerning employee statistics using excel to created charts and samples of growth data resulting in increased funding throughout OCFO community.
- Skilled in Planning, Programming Budgeting & Execution process for tracking Division budgets of \$452,000+/year to meet employee development training needs.
- Provide performance-based management methodologies in conjunction with information technology to develop performance measures for assessing the effectiveness of assigned programs.

- Exercises initiative and judgement as Team Lead on developing Agency policy, strategies supporting implementation and administration of training policies with innovative actions to manage the risk of the organization (protect Agency business process).
- Liaison for special projects and initiatives within DHS CFO Workforce Development, FEMA Human Capital Career and Development Branch, FEMA Training, Education, and Professional Development Council to ensure quality and effectiveness across the enterprise.

RESULTS DRIVEN: Committed to results, demonstrate experience with documenting and streamlining processes with flawless execution and continuous improvement. Negotiate and coordinate with DHS Headquarters Workforce Development Division to integrate courses for FEMA OCFO employee development needs that produces an improved employee development program. I ensure the plan fulfills the required scope for maintaining various certifications and licenses within the OCFO community. The result of this activity is executed within budget and scheduled timeline resulting in ongoing cost-savings of an overall average of 80% per fiscal year. I regularly deliver briefings and presentations while coordinating with the strategic planning team on knowledge management, human capital management activities, and senior leadership employee development goals. Independently develop both short and long-range plans for OCFO Training Program with set timelines, established milestones, and identified needed resources. Lead, review, recommend, and develop how-to instructions to automated methods to improve operational effectiveness, streamline approval process, improving the speed of processing all training requests, reduce redundant existing applications, and expedite reporting/data-call query in an improved timely manner.

VALUE ADDED ACHIEVEMENTS: Effectively monitor, research, analyze, and evaluate the development, and execution of training budget avoiding reduced funding. Substantially increase participation in employee development opportunities. Routinely meet with key customers and coordinating officials to assess customer satisfaction. I develop and maintain updates to the FEMA OCFO Training Operations Guide designed to explain the training process and priorities to improve business efficiencies. Conduct in-depth best practice studies as part of the FEMA Training Tiger Team for the ongoing needs Governance to organize, fund, and promote training across the Agency. These activities support the implementation process for the five (5) year training and strategic plan for the Agency. Keen understanding of training trends, developments and best practices continue to add value business activities.

In my Emergency Manager role, I serve as a Project Specialist within the Public Assistance Reimbursement Program. Lead and orchestrate small and large project work (cradle to grave) assessing damages over \$700,000 developing quantitative and qualitative analysis of information in support of disaster recovery on damaged facilities and roads. I support survivors in their efforts to return the area to pre-disaster condition. Utilizing doctrine, initiatives, directives, laws and regulations such as the National Response Framework (NRF), National Incident Management System (NIMS) and Stafford Act to analyze and evaluate emergency/disaster response plans and program operations. Lead the development of deliberate emergency/disaster response and recovery plans for all-hazards disasters. Supervise a multidisciplinary staff to meet the goals of the organization via advising, counseling and instructing employees on technical and administrative matters. In addition, I serve as a Mission Assignment Specialist within the Operations Branch executing emergency support functions with interagency and intragency engagement and coordination related to emergency management resources to continue essential functions during any event or incident.

➤ **Department of Defense Education Activity – Kubasaki High School (20 hr/wk)**

Unit 35008, FPO, AP 96373-5008

11/2005 – 06/2007: Advancement via Individual Determination (AVID) Tutor and Substitute Teacher

Duties, Accomplishments, and Related Skills:

As a Lead Tutor, I supervised and taught 15-25 students in inclusive classrooms as well as one-on-one settings on how to study, read for content, take notes, and time management. Tutored non-native English speakers, as well as students with learning disabilities with diverse and varying needs on subjects from career advising to technology usage to communication and writing. In addition, developed tutorials that used questioning that brought students to a higher level of understanding with excellent reviews. Accommodated student disabilities, learning differences, and academic accommodations with a variety of tutoring strategies. Collaborated with classroom teachers to help them modify their material to meet students' needs.

As a Substitute Teacher I planned, organized and presented information and instruction which helped students learn subject matter and skills that contributed to their educational and social development. In addition, interacted effectively

with students, co-workers, and parents; carried out non-instructional duties as assigned and/or as needed; while adhering to established laws, policies, rules, and regulations.

➤ **Clark Atlanta University – Office of the Provost and Vice President for Academic Affairs (40 hr/wk)**

223 James P Brawley Drive, S.W., Atlanta, GA 30314

06/2001 – 06/2005: *Manager of Faculty Records; Staff Assistant I*

Duties, Accomplishments, and Related Skills:

Managed over 300 faculty records while ensuring all full-time, part-time, and adjunct faculty remained in compliance according to the Southern Accreditation for Colleges and Schools (SACS). As the manager for faculty records, payroll processing, and generating faculty contracts these responsibilities provided me direct oversight throughout the Reaccreditation phase during my tenure to ensure accuracy and compliance of all records. Supervised 3-4 work-study students while mentoring and coaching them on necessary skills needed to perform tasks. Explained performance expectations in addition to, provide regular feedback on strengths and weaknesses. Ensured 100% accuracy on work-study student's time entry and submission to payroll. Exercised initiative and judgement in planning, analyzing, coordinating and directing the development of the program office with excellent reviews.

RESULTS DRIVEN WITH VALUE ADDED: As the expert, I led the oversight of hiring faculty, negotiating contracts, understating general business operations and guiding work teams for projects that contributed to the University being granted full Accreditation for another term. In addition, my role allowed me to be instrumental to the Provost on financial matters related to budget formulation, budget execution, and salary increase schedules which saved the University over \$175,000 on salaries the first academic year the new schedule was implemented.

➤ **United States Marine Corps (40 + hr/wk)**

Personnel Management Support Branch (MMSB-10), 2008 Elliot Road, Quantico, VA 22134-5030

06/1990 –06/2000: *Transportation/Operations Embarkation & Logistics Chief/Training Manager (Staff Sergeant)*

Duties, Accomplishments, and Related Skills:

Managed complex logistical operation support that included assets for over \$12.4 million dollars while conducting risk assessments and mitigation planning to improve Air Mobility Command traffic and logistics management program(s) for Unit (transportation and passenger movements) deployments. Supervised and led 5-45 Marines to ensure Unit readiness through the delivery of adult education and training with excellent reviews. Explained performance expectations and provided regular feedback on strengths and weaknesses. Facilitated and resolved controversial problems in training programs; technical training for various departments and evaluated enterprise wide and area specific trainings to maintain Unit readiness. Seen by others as a "Lead by Example" individual; resolving work challenges presented by subordinates and recommended and implemented ways to improve production/quality of work in the Unit.

BUSINESS OPERATIONS: The go-to person that provided authoritative supervision, advice, assistance and guidance on highly complex and controversial issues to managers, supervisors, and other specialists in various Departments within a Component to meet the end goal. Exercised technical writing skills by utilizing Microsoft Office to write Standard Operating Procedures (SOPs) and created PowerPoint training modules. Served in a technical leadership capacity for the Unit in accomplishing critical activities to increase the efficiency of business processes and procedures. Formulated policy and opinions in line with laws, regulations, orders and decisions to provide accurate and sound alternatives for consideration by senior officials.

Volunteer Experience:

RESULTS DRIVEN LEADER with over 10 years of supervisory experience within nonprofit organizations leading people toward meeting the organization's vision, mission, and goals. Explain performance expectations and provide regular feedback on strengths and weaknesses to ensure continued collaboration. Utilize considerable finesse and diplomacy when developing cooperative relationships leading to joint efforts in planning, and in resolving complex or controversial issues. Committed to orchestrating special initiatives within the organization to establish teamwork to produce high-quality results in a continuously changing environment. Participate on committees; assist with fund-raising efforts to support the needs of our community to include our future leaders. Proven ability to provide team leadership, driving performance, program improvement and quality initiatives. I am a visionary leader known for my ability to win

community support, develop key coalitions while building relationships both within and outside the organization with a shared sense of purpose.

- 2008-Present (Life Member): Blacks in Government (BIG), Inc. – Chapter Executive Vice President and Region XI Representative 2013-2016
- 2009-2014: James Monroe High School Career and Technical Education (CTE) – Advisory Board Member
- 2009-Present (Life Member): National Montford Point Marine Association, Inc. (NMPMA, Inc.) –National Executive Council and Bylaws Chair; Chapter Ladies Auxiliary President 2010-2014; National Liaison Officer 2012-2014
- 2011-2019: National Association for the Advancement of Colored People (NAACP) –Stafford County Branch Executive Board Member and Education Chair 2014-2016
- 2017-Present (Life Member): Federally Employed Women (FEW) – Regional Training Chair
- 2017-2018: Freedom High School Parent Teacher Student Organization – President
- 2019-Present: Vice President, Board of Directors, Village at Woodstream UOA

Education:

Doctor of Educational Leadership (Principal – Superintendent)	GPA: 3.59	04/2009	University of Phoenix
Master of Business Administration	GPA: 3.57	12/2003	Webster University
Bachelor of Science Human Resources	GPA: 3.32	05/2000	Park University
Associate of Science Management	GPA: 2.8	10/1998	Park University

Awards and Recognitions:

- 2017 FEMA Basic Instructor Certificate
- 2016 State of Louisiana and FEMA Certificate of Appreciation
- 2015 National Museum of African American History and Culture Certificate of Appreciation
- 2014 Disabled American Veterans Certificate of Appreciation
- 2014 Montford Point Marine Association, Inc. Quantico Ladies Auxiliary Letter of Appreciation
- 2012 Certificate of Achievement for Professional Development Standards of Excellence in Emergency Management
- 2012 Montford Point Marine Association, Inc. National Auxiliary Lady of the Year Award
- 2011 Montford Point Marine Association, Inc. National Ladies Auxiliary Almita S.R. Woods Award
- 2011 Montford Point Marine Association, Inc. Woman of the Year Award
- 2010 & 2011 DHS/FEMA/OCFO Performance Award
- 2010 DHS/FEMA/OCFO Strategic Plan Development Team Award
- 2010 Montford Point Marine Association, Inc. National Ladies Auxiliary Presidents Award
- 1990-2000 Navy and Marine Corps Achievement Medal; Joint Meritorious Unit Award; Marine Corps Good Conduct Medal (w/2 stars); National Defense Service Medal; Armed Forces Expeditionary Medal; Sea Service Deployment Ribbon; Certificate of Appreciation; (2) Meritorious Mast; (5) Letters of Appreciation; South West Asia Individual Replacement Certificate; Embarkation Officer/Staff Non-Commission Officer Certificate; Basic Logistic/Embarkation Specialist Certificate; Command Financial Specialist Training Certificate; Substance Abuse Training Certificate; and Honorable Discharge Certificate

Professional Affiliations: Cambridge Who’s Who Among Professional Women – 2008 - Lifetime Member; Women Marine Association – 2010-Present: Member; Disabled American Veterans Association – 2011-Present: Lifetime Member; National Museum of African American History and Culture – 2014-Present: Charter Member

Professional Publications: American parents' leadership role in their children's education in Okinawa, Japan (2009) UNIVERSITY OF PHOENIX, 219 pages, Doctoral Dissertation; <http://cladiespears.c.ws>

Proficient Computer Skills: Microsoft Office Suite Applications, Zoom, Skype for Business, Explorer, SharePoint, Typing Skills: 60+WPM

Professional Development Training (Not an all-inclusive list):

- Fundamentals of Risk Management – 2 CPE

- Project Management Concepts & Principles – 18 CPE
- Project Management Teambuilding – 2 CPE
- Lean Six Sigma Training – 18 CPE
- How to Write Effective Policies and Procedures – 16 CPE
- The 10 Steps to Leadership Excellence – 8 CPE
- Leadership Skills and Techniques – 1.9 CEU
- Leadership and Influence – .9 CEU
- Cultivating Leaders for the 21st Century – 2 CPE
- Engaging Leadership – 1.3 CEU
- Emotional Intelligence: Your Competitive Advantage for Personal and Career Success – 2 CPE
- Interpersonal Skills: Developing Effective Relationships – 1.9 CEU
- Instructor Training – 2.4 CEU
- The Ultimate Trainer – 8 CPE
- Instructional Delivery for Subject Matter Experts – 32 CPE
- Coaching with Neuro-Linguistic Programming (NLP): Using the Brain for a Change in Behavior – 2 CPE
- Coach-Centric Energy Leadership Development – 2 CEU
- Coaching for Success – 16 CPE

Hobbies and Interests:

I volunteer monthly at local food kitchen for the homeless with a group of military veterans. I enjoy unselfishly caring for veterans, golfing, riding my motorcycle, and traveling abroad when not engaged in my various organizations and loving on my family and friends.

References:

- **Reference Name:** Dr./CWO5 James T. Averhart Jr; **Phone:** 540.288.6129
Employer: USMC/DoD Retired **Email:** jamesaverhart@yahoo.com
- **Reference Name:** Mr. Joseph Geeter III; **Phone:** 610.608.5786
Employer: AmeriGas Propane **Email:** geeterj@yahoo.com
- **Reference Name:** Mr. Charles James; **Phone:** 240.532.9935
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(*) Indicates personal and professional references