

M. Tamara Lindemann

Lindem36@msu.edu

SUMMARY OF QUALIFICATIONS

Enthusiastic self-starter with a Master's Degree in Educational Technology from MSU. I have over 15 years planning, conducting and developing training & staff development experience. I also have experience in developing educational materials & resource development and customer service experience. I am looking for a career within State Government where I can utilize my extensive background in education, leadership, training & employee performance development, instructional curriculum design and project management. Areas of strength and expertise include:

- Curriculum Design and Testing
- Training & Performance Development
- Operational Efficiencies, Strategic Planning & Employee Engagement
- Large Event Planning & Project Management
- Customer Service, Problem Analysis & Resolution
- Written and Oral Communications

SIGNIFICANT WORK EXPERIENCE

STATE OF MICHIGAN, Treasury, Dimondale, MI

Office of Collections - Training & Quality Assurance, Department Analyst Nov '11 - Present

- Project lead and SME for Microsoft Conversion (2003-2010) training initiative for Treasury. Designed, planned and developed various training materials. Planned, organized, coordinated, scheduled and facilitated training for over 850 Department of Treasury employees located at multiple sites.
- Designed, developed, planned and conducts a formal Customer Service training module that was successfully implemented with seasoned call center staff, other business units of Treasury and integrated into the Collections New Hire training curriculum.
- Coordinate, schedule and facilitate Collections New Hire Orientation Training.
- Plan, work with SME's, developed and designed training manual for Corporate Officer Liability Unit.
- Develop and implement job aids and work flow processes to ensure proper and consistent implementation of policies and procedures in all areas of the Division and the private collection contractor.
- Active participant on the core team for Operational Excellence initiative to increase employee awareness of: strategic planning, talent bank, business process reviews. Provide feedback and suggestions regarding project planning and internal communications. Schedule department employees for Strategic Plan roll out.
- Assisted in planning, organizing and coordinating Bring Your Child to Work Day for over 80 children. Created activity book for children.
- Evaluate, monitor, and enhance the quality of on-going collection activities performed by the Collection Division staff and the private collection contractor.

STATE OF MICHIGAN, Charlotte, MI

Department of Human Services, Eligibility Specialist

June '10 – Nov '11

- Manage over 400+ ongoing food assistance, medical assistance, and state emergency relief cases and act as backup to the Long Term Care Specialist case load of over 600 cases. Conduct intake interviews and assess client income, assets, expenses, and other required criteria to determine eligibility for financial assistance programs.
- Educate clients on program guidelines, policies and process for receiving assistance.
- Provide initial and follow up support to clients, and conduct regular redeterminations.
- Utilize Bridges automated systems to compute client budgets for financial assistance.
- Regularly review and utilize policies and procedures to make eligibility determinations.
- Communicate detailed explanations as to why applicants do not meet the eligibility criteria for services, respond to client inquires, and complaints.
- Issue payments to utility providers and landlords for clients that meet eligibility for State Emergency Relief. Provide clients with referrals to community based agencies.

CENTURY 21 LOOKING GLASS REALTY, Lansing, MI**Sales Associate, Realtor**

Dec '08 – Sept 12

- Plan, design and develop comprehensive computer based modules as educational deliverables for clients.
- Designed and develop educational website for personal real estate marketing via Google Sites.
- Effectively educate real estate home buyers and sellers of the current real estate process.
- Utilize latest technology and tools to assist clients in meeting and exceeding their home ownership goals.

BANK OF AMERICA / ABN AMRO Corp Lansing, MI**Aug 1989 – Oct 2008****Project Analyst, Officer – Performance & Development**

Dec '07- Oct '08

- Department project lead, curriculum training design specialist and department system liaison.
- Plan, coordinate, design, facilitate and evaluate training and programs for associates and leadership team.
- Develop and revise project materials, policies & procedures, and maintain project documentation which includes numeric and graphic support.
- Effectively manage cross-divisional coordination, communication, influence and negotiation of training programs and projects.
- Provided advanced analytical support which included recommendations on training modifications and programs, project deliverables, systems testing, associate readiness surveys and analysis. Promote development opportunities for facilitators and supervisory staff based on performance.
- Managed, planned & approved internal call center communications for an audience of over 500 associates.
- Support projects for business resolutions to capitalize on business opportunities which impact multiple business units, product lines, or business processes.

Performance Consultant, Officer**Employee Engagement Performance & Development**

Jan '01- Dec '07

- Project Manager for planning and communicating Employee Engagement events for over 900 associates among eight different locations in various lines of business.
- Engage associates through communications, activities and programs that contribute to job satisfaction, a positive work environment and associate retention while assimilating Bank of America's core values.
- Consult with managers and associates to identify associate need and opportunities to ensure training initiatives are in place and on track.
- Launched online associate recognition program with e-certificates and cards.
- Analyze project results and effectively communicate outcomes and recommendations
- Facilitated ATM Cross Training and New Hire Training programs.
- Develop, designed, and implemented the ATM Cross Training curriculum and new hire nesting program for call center associates.
- Developed, documented, tested and revised workflow processes.
- Planning Committee member for Bring Your Child To Work Day and National Customer Service Week.
- Performed UAT systems testing and conducted sample process audits to measure level of quality by performing trend monitoring, internal shops and side-by-side associate call and workflow observations.
- Managed and delegated project budget to team as events were planned. Overall allocated budget totaled \$44,990.00. Overall Expenses totaled \$36,614.72. Net remaining came in under budget by \$8,375.28.
- Led several projects from end to end related to system enhancements and ATM initiatives, which improved service levels and customer experience.
- Provide consultative and strategic support of business objectives and built strong working relationships with other business units, senior management and associates.
- Identify, analyze, measure and communicate performance gaps to associates and managers with recommendations for improvement.

Training Consultant III – Customer Service Call Center

Mar '97 – Jan '01

- Research, plan, work with SMEs, design and develop training curriculum for systems, ATM, Small Business and various enhancement training material for the Contact Center and other initiatives.
- Coordinated and facilitated training for Call Center new hire associates and ATM skilled associates. Class sizes ranged from 4 - 20 associates per class.
- Supervise and coach new hire associates during five week training period.
- Coached new hires, existing associates and leadership team on performance and career development.

EDUCATION AND PROFESSIONAL TRAINING

Master's Degree in Educational Technology

- Michigan State University
- Experience in Website Design
- Online Curriculum Development
 - ✓ Dreamweaver
 - ✓ Google Sites
 - ✓ Moodle
 - ✓ Weebly

Graduated December 2011

Bachelor of Business Administration

- Northwood University

Graduated May 1999

Associates of Business Banking Management

- Lansing Community College

Graduated August 1997

Certificates, Achievements, and Awards

- Michigan State University, Educational Technology
- Holloway's Real Estate Institute, Real Estate Salesperson
- Bank of America – Performance & Development
- Standard Federal Bank – Customer Service

Certificate - 2009

Certificate - 2008

Spirit Medallion Award – 2008

Career Journeyer Award – 2004

COMMUNITY INVOLVEMENT EXPERIENCE

- Neighborhood Watch Captain
- Volunteer for Ingham Regional Medical Center, Volunteer Office
- Fund Raising Volunteer, March of Dimes
- Fund Raising Volunteer, United Way
- Volunteer, Lansing Rescue Mission

ASSOCIATIONS

- Greater Lansing Association of Realtors (GLAR)
- Michigan Association of Realtors (MAR)
- National Association of Realtors (NAR)
- Young Professionals Network (YPN) - Michigan Association of Realtors