

AARON GLASS
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SUMMARY OF QUALIFICATIONS

- Over seven years experience in personnel training, management and supervision.
- Highly effective in promoting a positive, productive work environment.
- Reputation for excellence and proven ability to create results-oriented teams.
- Good eye for detail; well organized, skilled in setting priorities, strong in planning and implementing programs.

PROFESSIONAL EXPERIENCE

- Aug2004-Present** **Training Supervisor** United Parcel Service, Virginia Beach, Virginia
- Plan, coordinate and conduct indoctrination for new employees.
 - Set up mentors for new employee training.
 - Assess employee turnover rate and establish programs to improve employee retention.
 - Database Management and Quality Audits.
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- 2002-Apr2004** **Training Liaison Officer** Afloat Training Group Atlantic, Norfolk, Virginia
- Conducted preliminary internal investigations on senior enlisted personnel.
 - Trained and responsible for investigating and establishing benefits packages for survivors of deceased naval personnel.
 - Planned, coordinated and conducted management conferences attended by officers from all over the country.
 - Effectively advised and counseled Department Heads, Team Leaders and Divisional Supervisors regarding interpretation of new command policies and procedures.
 - Acted as an external consultant to afloat commands, assessing/training ship personnel and providing recommendations regarding updates/revisions to command policies and procedures.
 - Compiled and edited comprehensive activity reports from subordinate units for national publication.
 - Successfully planned, organized and trained senior enlisted personnel and peer officers in collecting raw data (Objective-Based Training for Navy and Six Sigma implementation for civilians) for decision-making enhancement.
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- 2000-2002** **Training Officer** USS McFAUL (DDG-74), Norfolk, Virginia
- Wrote and presented information briefings to 20 peer officers to maximize use of command-wide departmental training resources.
 - Made presentations to officials to get approval and funding for operations.
 - Authored award recommendations for subordinates whom had consistently won approval.
 - Established a training evaluation program, utilizing daily and quarterly written reports.
 - Exercised total supervisory responsibility for a unit of 22 personnel from various departments:
 - Responsible for interviewing, hiring, training, terminating, and integrating personnel to train entire command.

- Organized the unit into teams and designated the first-line supervisors responsible for their respective departments;
- Led the training department, responsible for training over 310 personnel
- Mediated to identify and resolve conflicts between departments, clarifying work relationships and alleviating communication problems.
- Counseled personnel to identify and achieve personal objectives.

1998-2000

- CIC/USW Officer** USS KAUFFMAN (FFG-59), Norfolk, Virginia
- Effectively conducted 10 internal investigations on enlisted and officer personnel.
 - Developed Long-Range Operational Schedules for divisional, departmental, and command-wide levels (for a command of over 210 personnel).
 - Successfully lead and managed 32 personnel in training and operational commitments.
 - Effective in subordinate conflict resolution
 - Trained and counseled subordinate personnel and peer officers on problem solving and crisis resolution.

EDUCATION

B.S.B.A. Finance – THE OHIO STATE UNIVERSITY, Columbus, OH. 1997

M.B.A. Human Resources and Operations Management – TROY STATE UNIVERSITY, Troy, AL. 2003

- Federal and state employment/ discrimination/ equal opportunity law studies included in human resource concentration of M.B.A. program.

U.S. Navy Specialized Training: Leadership, Management, Counseling, Diversity, Communication