

# Carole M. Williams-Hayes

468 Stonehenge Cir ● Rockledge, FL 32955 ● Cell: 757-660-7481 ● [cmwilliamshayes4@gmail.com](mailto:cmwilliamshayes4@gmail.com)

---

**Objective:** Utilize my Peer Support, Human Services, Training Management & Human Resources skills to benefit mutual success.

---

## Education:

M.S.W. Clinical-Traditional **FLORIDA STATE UNIVERSITY**, Tallahassee, FL Accepted for the 2020 Summer Term.  
M.A. Management and Leadership **WEBSTER UNIVERSITY**, Merritt Island, FL Aug 2017.  
M.A. Human Resources Management **WEBSTER UNIVERSITY**, Merritt Island, FL Aug 2017.  
B.S. Dual Major in Human Resources Management & Social Psychology, **PARK UNIVERSITY**, Parkville, MO Jul 2005.

---

## Value Offered

Over 15 years of Air Force professional military experience with proven ability to implement organizational change.

Extensive experience in organization development, management principles, processes, agency missions, policies, objectives, and projects.

Formulated and implemented training plans that heightened core competencies throughout the organization.

Coordinated, planned, and executed formal and informal training support programs having a direct impact on training operations and mission-oriented programs.

Evaluated policy and established programs to execute current, future, and special purpose training support assets.

Reviewed training programs, and when necessary, made recommendations to ensure the efficient utilization of training resources and improvement of training standards

Participated in the development of a performance-based training budget that supported the assessed needs of the organization for training.

Expert knowledge of analytical and evaluative techniques, and skills and abilities to identify training problems, recommend solutions and conduct complex studies concerning the efficiency and effectiveness of corporate training to improve and optimize productivity.

Superb knowledge of training programs; coached and facilitated adult learning principles, instructional systems design using the ADDIE Model.

On boarded new employees for the expressed purpose of educating and informing mission.

Skilled in Microsoft Office Suite and Automated Training Records System.

Problem solver, driven to succeed with strong interpersonal and negotiation skills.

Dynamic leader, team-builder & communicator consistently motivated others toward success.

Excellent verbal and written communication and presentation skills.

---

## Key Skills

Managed 23 Organization Training Mangers	Quality Assurance Manager (QA)
Curriculum Developer of 49+ courses	Project Manager for 2004 Women's History Month (WHM) Event
Classroom Instructor (Adults & K-5)	Forecasted & Statistic Analysis
On Boarding Specialist for 2,700+	Six Sigma: Concepts and Processes

---

## Affiliations/ Certifications

Delta Mu Delta, International Honor Society School of Business Webster University	National Society of Human Resource Management (SHRM)	South Brevard Society for Human Resource Management
---	--	---

---

## **Professional Experience**

United States Air Force –Patrick AFB, FL /Langley AFB, VA / Mt. Home AFB, ID  
Misawa, Japan/ Little Rock AFB, AR/ Incirlick, Turkey/ Sembach, Germany/ Tyndall AFB, FL  
Barksdale AFB, LA., Patrick AFB, FL, Melbourne, FL, Cocoa, FL, Cape Canaveral, FL

### ***Department of Children & Families ROSC Quality Improvement Specialist Peer Support Specialist (Feb 2018- Present)***

Assist the Opioid STR/SOAR Grant Project Director and the regional SAMH Director with quality improvement initiatives by conducting quality assurance visits with providers and reviewing treatment plans to identify recovery-oriented principles and practices. Prepare and present reports and findings, to include an analysis of opportunities for improvement and strategies to address them.

### ***Canaveral Port Authority Intern Human Resources (Jun- Jul 2017)***

Performed specialized clerical and administrative duties by maintaining and updating job descriptions. Processed I-9 Employment Verification and background check on new employees. Conducted 250 employee file audits. Developed a Performance Appraisal Policy. Developed HR Port Authority Contact Directory.

### ***Salvation Army Resident Victim Advocate (RVA) (11/2015 to Dec 2016)***

Provided direct services to victims of domestic abuse and their children including crisis intervention, safety planning, crisis counseling, advocacy, parenting support, information and referrals.

### ***Community Blueprint Brevard Coordinator for Veterans (8/2013 to 4/2014 Mission Continues Fellowship Volunteer)***

Identified/coordinated Brevard organizations serving veterans in the areas of Employment, Volunteerism, Family Strength, Education, Housing, Behavioral Health, Financial & Legal, and Reintegration. Met with Brevard-based organizations serving veterans to discuss scope and depth of services, issues and needs, and resources needs and gaps. Invited individuals to participate in Community Blueprint.

### ***Women's Center Sexual Assault & Domestic Violence Volunteer Advocate (2008-Present):***

Respond to crisis calls involving sexual assault. Work directly with victims of sexual assault in providing support, the full realm of advocacy, referrals and Work with first responders to sexual assault (emergency room, police, etc.) in ensuring that victims receive respectful and appropriate services and information.

### ***Corporate Director/ Inspector General (IG) Inspector of Training (2008 to 2012):***

Supervised the Training programs for military & civilian personnel; tracked and monitored ancillary, on-the job Training, upgrades, allocations, resources and workshops.  
Authored Operating Instruction clarified inspector certification training documentation.  
Developed Master Training Plans for 50+ work centers and supervisors. Reduced personnel over 24 months in training from 13 to zero resulting in 1.4K troops fully job qualified.

### ***Training Management Development Specialist ( 2004 to 2008):***

Validated/ administered 270 tests with 100% pass rate. Authored Computer Based Training  
Designed Instructional System Development (ISD) data and visual project board-tracking system which ensured timely ISD program and curriculum completion.  
Maintained Instructor matrix identifying instructor competency levels and qualification timeline. Instructed AF Training Course for over 400 supervisors and trainees.  
Safely and efficiently managed 13.5K accident-free flying hours garnered AF Outstanding Unit Award.

*Quality  
Manager/Safety  
Manager/ Procurement  
Specialist (2002 to  
2004):*

Cargo Float Yard (QA) team member-moved 2,256,147 tons cargo/1,993 troops ready for real-world war events to support resources.  
Revamped training flight safety program/overhauled AF Form 55s resulted in zero defects during inspections.  
Led and revived dormant Government Purchased Card Program garnered “Excellent” rating with zero discrepancies for two years while managing \$20K critical to wartime mission  
Allocated a 60K training budget for military and civilian required courses for each fiscal year.

*Training Manager  
Specialist (1998-2002):*

Orchestrated 472 qualification/upgrade trainees; spanned over 25 different work centers posted 97% upgrade completion rate.  
Networked meetings to troubleshoot management/unit training problems; identified deficiencies, suggested workable solutions; net resulted cooperative relations centered on mission accomplishment.  
Entered daily data into automated training subsystem to document upgrade training while managing automated training products.

---

### AFFILIATIONS/CERTIFICATIONS

- Florida 40-hr Victim Services Practitioner Designation Office of the Attorney General 12 Jan 18
- Kappa Epsilon Psi Military Sorority, Inc 3 November 2018
- Supreme Court of Florida County Court Mediator **Certification Number 35900C**
- Florida Certified Recovery Peer Specialist, **CRPS100042**
- NCPRSS National Certified Recovery Support Specialist **NADAAC**
- Wellness Recovery Action Planning (WRAP) Advanced Facilitator
- Peer Support Whole Health & Resiliency Facilitator
- Community Inclusion Peer Facilitator Certification
- National Organization of Human Services Member (NOHS)
- NOVA National Comprehensive Victim Intervention Specialist Advocate, **CA, N08-537-1617**
- National Organization for Victim Assistance (NOVA) Premier Member
- Sexual Assault Victim Advocate & Bystander Intervention Instructor Certified
- Salvation Army Domestic Violence Certified
- Delta Mu Delta, International Honor Society School of Business Webster University
- Society of Human Resource Management (SHRM)
- Certified Professional Life Coach
- Supply Chain Management Certification 2012
- Florida & Virginia Real Estate License
- Start Up Quest Entrepreneur University of Florida 10 wk. Certification Graduate

---

### VOLUNTEER ASSOCIATIONS

- Brevard County Space Coast Volunteers in Medicine SCVIM August 2017 to present
- Brevard County Affordable Housing Advisory Board Member
- Mission Continues Fellow Delta Class 2013
- American Red Cross/ Hospice of St. Francis/Space Coast Junior Achievement/ NAACP
- Air Force Sergeants Association/ American Legion/ AMRA Space Coast Chapter (FL-2)