

JAMILA L. CHRISTOPHER

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Activate Security Clearance: Secret

QUALIFICATIONS PROFILE

Accomplished Training Professional with 17 years of multifaceted employment, progressively responsible experience in comprehensive staff development and training/education programs including core training, specialized one-time training events, continuing education, and management and organizational development. Proficient in in-depth consultation of needs assessment, curriculum design for complex training goals, program evaluation, organization analysis and development function of overall staff development programs.

CORE SKILLS

Adult Learning Theories
Program Development
Training Solutions Development

Group Facilitation
New Hire Onboarding
Talent Assessment

Instructional Design
Employment Law Knowledge
Critical Thinking

PROFESSIONAL EXPERIENCE

Virgin Island Department of Tourism, St. Thomas, Virgin Island

June 2023 – Present

Director Administration and Management

- Responsible for the preparation of the department annual budget and represents the commissioner at meetings, conferences, or other related gatherings to disseminate information on budgetary and personnel functions.
- Responsible for the supervising the functions of the accounting, personnel, and all other employees assigned to the departments accounting division.
- Interpret audit reports to staff and ensures the implementation of recommendations.
- Certify payroll and payment documents, travel vouchers, and all other related accounting and/or personnel documents.
- Manage and monitors the accounting and personnel processes.
- Prepare all financial reports as mandated by the Office of Management and Budget, Department of Finance, Legislature, Office of Inspector General, and other related financial institutions.
- Prepare all personnel reports as mandated by the Division of Personnel, Office of Management and Budget, Department of Finance, and other related institutions.
- Responsible for conducting physical audits of any satellite office to ensure their operations meet the department standards and procedures.
- Assist with tracking vendor payments and resolving vendor issues and concerns.
- Responsible for preparation of all correspondence coming out of the accounting and personnel division.

Virgin Island Department of Human Service, St. Thomas, Virgin Island

August 2022 – June 2023

Assistant Director Human Resources & Labor Relations

- Assist the Director of Human Resources in handling over 700 + employees, supervising staff of 9, and setting policies for hiring.
- Responsible for the supervision of all aspects of the Human Resource Department.
- Provide human resource services for 700 + exempt and non-exempt employees.
- Execute and conduct all Labor Disputes and investigations.
- Guide management officials and employees concerning all aspects of the labor-management and employee relations programs.
- Provide advice and assistance to management concerning the determination of training needs, sources of needed training, how to meet identified needs, and evaluating results.
- Participation in the task force for ESF6 mass care and sheltering preparedness.
- Organizes and conducts exit interviews.
- Serve as a liaison for the Division of Personnel, Department of Finance, Office of Collective Bargaining, and the Office of Management & Budget in matter relating to personnel, labor relations, and payroll.
- Attend and participates in employee disciplinary meetings, terminations, and investigations and escalates as appropriate.

- Maintains compliance with federal, state, and local employment laws and regulations, and recommend best practices; reviews policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management and employment law by attending human resource conferences.
- Supervise staff in the performance of their duties, submits reports, correspondences, and summaries.

HART Technologies, Dahlgren, Virginia
Human Resource Manager/ EEO Administrator

January 2022 – August 2022

- Managed and conduct new hire orientation and employee recognition programs.
- Advised management on recruitment strategies, sources, and special programs that emphasize Affirmative Action.
- Developed and evaluate job descriptions by applying position classification criteria and supplemental guidance to determine the title, series, and grade of jobs.
- Provided advice, assistance, technical guidance, and policy guidance to management concerning their responsibilities for appraising their employees' performance.
- Guided management officials and employees concerning all aspects of the labor-management and employee relations programs.
- Provided advice and assistance to management concerning the determination of training needs, sources of needed training, how to meet identified needs, and evaluating results.
- Provided technical advice and assistance on the design, implementation, and operation of HR automated systems.
- Attended and participates in employee disciplinary meetings, terminations, and investigations and escalates as appropriate.
- Maintained compliance with federal, state, and local employment laws and regulations, and recommend best practices; reviews policies and practices to maintain compliance.
- Maintained knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management and employment law by attending human resource conferences.
- Build partnership with universities to recruiter college graduates.
- Drive and support DEI initiatives.

Wells Fargo, Norfolk, Virginia
Personal Banker

August 2018 – February 2020

- Trained in all aspects of personal banking including credit cards, mortgage services, internet banking, account opening and term deposits. Assisted customers with a variety of account inquiries, education of products and services, technical support and problem-solving customer inquiries when necessary
- Facilitated one-on-one and group homebuyer and homeowner training/coaching for 50 customers for the entire home buying process including credit education, how to qualify for a mortgage, mortgage terminology, proper home maintenance and how to avoid foreclosure.
- Collaborated with external referral resources to provide guidance of down payment assistance grants, bankruptcy and other legal issues, home improvement, local government resources, and housing assistance programs.
- Coached and co-facilitated with Branch onboarding partner to facilitate a seamless and tailored implementation of new team members in the hire on-boarding process.
- Conducted monthly community service events with 100% participation fostering and brokering relationships among local and remote partners and stakeholders, sharing best practices and opportunities for collective actions leading to expanding access to economic opportunity.
- Maintained customers confidential records according to banking standards, prepare reports for daily huddles, and compose correspondence related to banking needs.

AT&T, Fort Lauderdale, Florida
Senior Training Manager

November 2007 - August 2018

- Coordinated and supervised 10 training personnel in the development of new curricula and updating of existing content; managed timelines and deliverables, to include curriculum layout, lesson plans, training texts, videos, handouts, training aids, instructions, exercises, interactive activities, surveys, quizzes or other knowledge attainment instruments, and instructor manuals.

- Mastered analysis of learning challenges, designed course plans, developed learning maps, and selection of teaching strategies using appropriate models, collection, and analysis of suitable measures of performance and effectiveness.
- Managed the entire talent lifecycle—from effectively sourcing and recruiting to onboarding new hires, managing goals and performance, rewarding for performance, providing continuous learning, developing careers, and conducting talent reviews and planning for best-fit successors.
- Conducted comprehensive employee orientation program for 25 new hires including scheduling sessions for consultation with candidates and new hires; providing resources to new hires pre- and post-employment; conducting a sponsorship program; preemployment coordination and paperwork; gathering and assessing candidate experience feedback; and monitoring new hire turnover and retention rates.
- Managed and coordinated efforts to ensure that recruitment and onboarding programs are developed and managed using data-driven focus that sets priorities for improvements aligned with ongoing strategic imperatives.
- Referred qualified applicants to Hiring Manager; followed up with Hiring Manager to assist in evaluating candidates, advised on appropriate hiring criteria and facilitate the hiring decision; discussed and determined salary offers with awareness of assigned job level and labor market conditions.

EDUCATION AND CERTIFICATIONS

Southern New Hampshire University, Manchester, NH
Master of Arts, Human Resources Management

University of Phoenix, Fort Lauderdale, FL
Bachelor of Science, Business Management

Johnson & Wales University, Providence, RI
Associate of Science, Applied Computer Science

PROFESSIONAL MEMBERSHIPS

Society for Human Resource Management (SHRM)

Notary Public, State of Virginia (Commission expires December 31, 2022)