

Dr. Michael Joseph Macias, Jr. U.S. Navy Retired

104 SW Kings Cross Road, Blue Springs, MO 64014 Ph: (816)787-4728 e-mail: Chachnkc@gmail.com

SUMMARY OF QUALIFICATIONS

Extremely Reliable - Works well under pressure and against deadlines. Results orientated.

Leadership – Successful as Director, President, Supervisor, Team Leader, Project Manager, and Professional Trainer.

Analysis Skills - Experienced Human Performance Technologist (training needs analysis – organizational scans – evaluation).

Interpersonal Skills - Excellent written & verbal communication skills, adept at mentoring, coaching, & counseling.

Computer Literacy - PC literate (MS Word, PowerPoint, Project, Excel, Access & Visio), Captivate, and CBT/WBT dev/design.

Culturally Competent - I have visited 25 countries and also worked overseas; appreciate diversity & many cultures.

Linguistically Capable - Native language is English; speaks some Italian & Spanish; & basic phrases in Russian & Korean.

PROFESSIONAL HIGHLIGHTS

Executive Director: LULAC National Educational Service Center – Kansas City, K.C., MO **Mar 2007 to Mar 2025**

- Worked with the LNEC National Office and local foundations to help rebuild a financially crippled branch of the LNEC organization.
- Implement and monitor eight programs daily to ensure urban core youth have the opportunity to close educational gaps.
- Recruited, hired, and lead a staff of thirteen who has produced outstanding results by providing kindergarten through 12th grade programs for urban core students and families.
- Improved operational efficiency of the Kansas City Center by creating and fostering partnerships with clients and peer non-profit organizations.

Tax Ops Field Training Specialist II: H&R Block (WHQ), K.C., MO **Mar 2004 to Mar 2007**

- Analyzed, designed and developed the 2005 & 2006 training materials for tax office receptionist position within budget and timeline. Field leaders said, “Thanks for your work the materials get better every year!”
- Co-created and co-facilitated training sessions for 500+ District Managers at the Leadership Development Conference for the past three years; received positive feedback on level 1 evaluations.
- Partnered with Process Owners in various business units to create training materials and/or job aids for a variety of projects, with positive feedback. Projects: Multi-Cultural (Latino) Marketing, Business Planning tool, Appointment Manager, Blended Channels, Click & Mortar, and Life Insurance Market test.

Training Unit Leader: U.S. Naval Reserve, Kansas City, MO **Sept 2003 to Aug 2007**

- Implemented an instructor development program and instructor evaluation program to ensure unit instructors are properly developed and the 55+ students receive top-notch instruction.
- Awarded the Navy and Marine Corps Achievement Medal and Commendation Medal for exemplary training management and leadership of the six unit instructors and two administrative staff, from Aug 2003 to Aug 2006.

Project Manager/I.D.: Applebee’s International, Inc. (Corporate), O.P., KS **Sept 2002 to Mar 2004**

Exemplary performance of my job resulted in moving from Instructional Designer to Project Manager within a year.

Project Manager

- Created Director of Franchise Operations reference manual (in both CD and print formats) to increase turnaround time in answering questions from Franchise Field Operators and Owners.
- Created strategy and implemented tool used to track System wide General Manager Turnover for 50 Franchise groups, resulting in the ability to determine how many GMs leave an annualized YTD basis with reason codes.

Instructional Designer

- Led Leadership Development team in conducting focus groups, administering surveys to document the job, and job task analysis for the Operations Area Director position, resulted in a Development Model for that position.
- Interviewed 29 departments to capture the New Restaurant Opening process identifying breakpoints in the process and making recommendations on how to improve the process and reduce conflict between departments.
- Received Teamwork award in 2003 from CEO, Lloyd Hill, stated, “You achieved an exceptional result because of your commitment to teamwork [on our PeopleSoft implementation project].”

Dr. Michael Joseph Macias, Jr. U.S. Navy Retired

104 SW Kings Cross Road, Blue Springs, MO 64014 Ph: (816)787-4728 e-mail: Chachnkc@gmail.com

Sr. Project Manager, I.D.:

Sprint PCS (Corporate), Overland Park, KS

April 1999 to Sept 2002

Superior performance of my duties and the ability to create positive results resulted in two promotions from Instructional Design Analyst to Sr. Project Manager of Instructional Design with less than three years of tenure.

Sr. Project Manager

- Performed training needs analysis and root cause analysis of performance deficiencies. Created objectives and defined measurements for evaluating training based on business goals and support required.

Project Manager

- Led Instructional Design teams that designed, developed, tested and implemented performance interventions, average acceptance rate on level one and two evaluations was greater than 90%.
- Assisted Sprint PCS in avoiding over \$10 million in operating costs in FY2000 by deploying the Customer Care's first online performance certification tool, ensuring Call Center personnel knew how to perform programming functions, savings of \$20 million in 2002. Managed teams throughout the entire development process, when creating training or educational modules.
- Managed multiple projects with shifting priorities; met the deadlines with successful results and under budget.

Recruiter/ Career Counselor:

U.S. Naval Reserve, Kansas City, MO

April 1997 to May 1999

- Received awards for consistently meeting and exceeding monthly quotas in a flourishing economy by using aggressive recruiting techniques.
- Enlisted/Recruited more minorities into the Naval Reserve than any other Navy recruiter in the 10-state region in FY98 by building a strong referral network.
- Helped maintain appropriate manning levels in the Naval Reserve by providing Career Counseling and guidance to potential and existing Naval Reservists.

Electronics Instructor:

Electronics Institute, Inc., Kansas City, MO

Jan 1996 to April 1997

- Ensured school maintained accreditation from Accrediting Commission of Career Schools and Colleges of Technology by assisting the Director of Training in development of course curriculum after normal hours of operation.
- Managed and developed technical curriculum, tracked training materials required, as well as the delivery of the Digital Phase of the School which resulted in 100% graduation of students that completed the phase.
- Effectively taught and counseled 25 to 40 adult students on a daily basis, which resulted in being selected as the Employee of the Month within three months of employment.

Front Desk Trainer:

KC Marriott Downtown, Kansas City, MO

Nov 1995 to Dec 1995

- Managed, maintained and coordinated pre-existing training program in compliance with company policy to ensure the Hotel achieved a three star rating.
- Conducted training needs assessments and performance appraisals of existing front desk personnel to determine if refresh training was required, resulting in expeditious check-ins and excellent customer service.

Avionics Instructor/Technician:

NAMTRA NAS Oceana, Virginia Beach, VA

Jun 1986 to Oct 1995

- Technical expertise in Tier 2 support resulted in being hand-picked to instruct Military and Federal employees on the operation and repair of avionics system in the Navy's F-14 aircraft.
- Awarded Navy/Marine Corps Achievement Medal for my excellence as a Course Manager/Curriculum Developer and Equal Opportunity/Sexual Harassment Workshop Facilitator.
- Managed Programs as Training Records Manager, Instructor Evaluator, Technical Publications Librarian, and Public Affairs Representative resulting in the unit receiving an Outstanding during the Tri-Annual inspection.

Dr. Michael Joseph Macias, Jr. U.S. Navy Retired

104 SW Kings Cross Road, Blue Springs, MO 64014 Ph: (816)787-4728 e-mail: Chachnkc@gmail.com

FORMAL EDUCATION & TRAINING

University of Charleston, Charleston, WV

Doctorate of Executive Leadership (School of Business) – April 2019

Baker University, Overland Park, KS

Master of Business Administration in Business (MBA) - (3.85 GPA) May 2002

Human Performance Technologies

Graduate of ABCD (Front End Analysis, Training Design, & Training Development) June 1999

Southern Illinois University, Carbondale, IL

Bachelor of Science in Education (Major: Workforce Education and Development) - Magna Cum Laude - Dec 1996

Naval Aviation Maintenance Training Group

Certified Instructor, 1991

Certified Instructor Evaluator, 1992

Curriculum Developer/Course Manager for U.S. Navy, 1991- 95

Facilitator of EEO/Sexual Harassment Workshops, 1991- 95

PERSONAL

Latino Collaborative Engagement Committee (LCEC) of Kansas City Missouri – Charter Board Member (7 years)

Kansas City Chapter of International Society for Performance Improvement – 2005 President

Court Appointed Special Advocates of Jackson County – Board Member (6 years)

Community Capital Fund of Kansas City, Missouri – Board Member (3 years)

Kansas City Kansas School District “2006 Reasons to Believe” Award Recipient for lifetime achievements

Retired from the U.S.Navy/Naval Reserve with 21 years of service in August 2007.

100% Disabled Combat Veteran – Fully Retired

PROFESSIONAL REFERENCES

Mark Morales – KC Tourism Board Member

5802 East 10th Street

KC, MO 64126

(816)359-0953

Andrea Allison-Putman – Chief People Officer at YMCA

3100 Broadway Street, Suite 1020

Kansas City, MO 64111

(913)940-5507

Marilyn Spatz – Business Owner and business colleague

10516 Reeder

Overland Park, KS 66214

(913)541-0784

PERSONAL REFERENCES

Tom Yearsley – Personal friend for over 45 years

Jackson Hewitt, Vice President – Real Estate and Franchise Development

16100 W. 65th St.

Shawnee, KS 66217

(913)269-8532

Michelle Ford – YMCA Vice President, Sports Development

3100 Broadway Suite 1020

KC, MO 64111

(816)935-3304