

CARMEN F. ARMSTRONG

◆ [REDACTED], Aurora IL ◆ [REDACTED] ◆ [REDACTED]

MANAGEMENT PROFESSIONAL

- ◆ PhD in Organization Development offering over 10 years of management experience in leadership, management consulting and training design and delivery
- ◆ Experience with leading broad change initiatives with seamless and efficient results
- ◆ Fosters collaboration with colleagues, clients and executive level management members to complete all projects to highest quality standards
- ◆ Proficient in the following computer applications: MS Office products, Blackboard, D2L, and HRIS

CORE COMPETENCIES

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| ◆ <i>Management Consulting</i> | ◆ <i>Strategic Planning & Risk Management</i> | ◆ <i>Organizational Development & Change Management</i> |
| ◆ <i>Talent Management/Recruiting</i> | ◆ <i>Training Design & Delivery</i> | ◆ <i>Policies & Procedures Development & Implementation</i> |
| ◆ <i>Human Resources Management</i> | ◆ <i>Technical Assistance</i> | ◆ <i>Grant oversight/compliance</i> |
| ◆ <i>Non-profit Boards</i> | ◆ <i>Payroll</i> | |
| | ◆ <i>Fiscal Management & Budget Development</i> | |

PROFESSIONAL EXPERIENCE

ADP— Chicago, Illinois

Client Human Resources Business Partner, 6/2015 to Present, Full-time

- Serve as an expert to small business owners and executives on human capital management operations
- Interpret internal or external business issues and recommend solutions/best practices to ADP leadership and clients
- Work independently to resolve issues and provide solutions, with guidance in only the most complex situations
- Share knowledge and best practices with less experienced Consultants and Specialists
- Work proactively with clients to provide information, best practices and training on ADP solutions

STG INTERNATIONAL, INC. — Chicago, Illinois

Grantee Specialist/Consultant, 5/2013 to 6/2015, Full-time

- ◆ Provided training and technical assistance to support full compliance with federal performance regulations, including serving as fiscal and human resources management lead.
- ◆ Led organization development change initiatives. Analyzed multiple organizational structures and proposed redesigns to support strategic goals and objectives.
- ◆ Collaborated with federal staff on technical assistance strategies to diagnose, measure and address problem areas for affected non-profits, local governmental agencies and community action agencies.
- ◆ Reviewed, interpreted, and utilized data to identify trends and assist each grantee organization to establish and achieve goals/objectives.

CHILDCARE NETWORK OF EVANSTON — Evanston, Illinois

Fiscal & Human Resources Manager, 1/2010 to 4/2013, Full-time

- ◆ Created and facilitated new hire orientation processes; conducted pre and post employment operations including recruitment
- ◆ Led small to medium human resources projects including developing and revising human resources policies and procedures and fiscal management policies and procedures
- ◆ Responsible for all payroll functions for exempt and non-exempt staff
- ◆ Conducted annual wage-comparability studies to maintain competitive salaries for all positions
- ◆ Ensured compliance with company policies and procedures and state and federal labor laws
- ◆ Supported the federal grant application process, developed collaborative budget planning process and provided oversight for multi-million dollar budget

BOOZ ALLEN HAMILTON — Chicago, Illinois

Training & Technical Assistance Specialist/Consultant, 2/2004 to 8/2009, Full-time

- ◆ Supported organizational leaders with a variety of large and small-scale change management and organizational design projects to support full compliance with federal performance standards for non-profit, community action and local governmental agencies.
- ◆ Served as Fiscal Management and Human Resources Management lead for Illinois grantees
- ◆ Responsible for program management, oversight of corrective action and quality improvement plans
- ◆ Identified training needs, designed training modules, evaluated the effectiveness of training courses and adjusted the training pace while efficiently managing the learning environment for successful completion
- ◆ Assisted grantee management team members with the development of goals/objectives and monitoring of strategic plans, technical assistance plans, risk management plans and outcomes based performance evaluation systems.

EDUCATION & CERTIFICATIONS

BENEDICTINE UNIVERSITY — Lisle, Illinois

PhD in Organization Development, May 2014

LEWIS UNIVERSITY — Romeoville, Illinois

Master of Arts in Organizational Leadership, May 2009

NORTHERN ILLINOIS UNIVERSITY — DeKalb, Illinois

Master of Arts in Public Administration, May 2001

TUSKEGEE UNIVERSITY — Tuskegee, Alabama

Bachelor of Arts in Political Science, 1998

Professional Affiliations:

- ◆ Deputy Registrar, Cook County Illinois (Present)
- ◆ Society for Human Resource Management (SHRM), (2012-Present)
- ◆ Academy of Management, (2010-Present)
- ◆ Organization Development Network, (2010-Present)