

RUSSELL HAYNES

EL CENTRO COLLEGE
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SENIOR COMMUNITY COLLEGE ADMINISTRATOR

Results-focused senior community college administrator trained to identify skills, knowledge and abilities necessary for accomplishing organizational goals. Highly skilled facilitator, consultant, problem solver, and negotiator. Highly analytical with strong quantitative and communication skills. Skilled at fostering motivation and camaraderie among employees.

EDUCATION

M.A., Industrial/Organizational Psychology, 1994
Eastern New Mexico University

B.A., Industrial/Organizational Psychology, 1990
Lubbock Christian University

FUNCTIONAL SUMMARY

Facilitator

- Facilitated management/leadership development workshops for regional administrators.
- Conducted face-to-face training for national call centers and customer service training for corporate human resource teams.
- Presented at the SATH World Congress 2008.
- Spoke at the United Spinal Annual Conference 2008.
- Served as company representative at all national, regional and industry conferences and meetings involving disability related issues.
- Workshop presenter at regional and national conferences on professional success and student retention.

Consultant

- Consulted with senior management regarding the development and implementation of all ADA related programs.
- Support all lobbying activities relating to the ADA.
- Provided end-to-end project management and supervised real time escalated issues to conclusion in the best interest of the company.
- Coached all management levels on applying policies and labor laws to employee relations /discipline activities. Also served as FMLA/CFRA subject matter expert.
- Collaborated with the Safety Department to revise the Oxygen Policy for GLI and Subsidiaries.
- Served as content expert during the revisions of new driver hire training materials with HR/Training Department.
- Partnered with management to develop training in call center environments.
- Worked with customer service management to identify performance gaps and recommended solutions and interventions to meet organizational goals nationwide.
- Worked with Passenger Call Center and IT management to create call flow guides for IT After Hour Answering Center.

Problem Solver

- Deposed as subject matter expert and company representative for all customer cases in litigation.
- Assisted with the development of a software program designed to automate the distribution of intake information nationally.
- Developed training program that increased appropriately escalated calls by 75% while decreasing inappropriate calls by 60%.
- Increased knowledge performance rates by 50% for customer service associates nationwide. Developed customer service training for corporate customer service team that increased customer satisfaction by 50%.

Process Developer

- Developed all training material for the national ADA program.
- Developed and implemented institutional diversity programs, institutional mentoring programs, and faculty development workshops on adult learning theory.
- Partnered with administrators in developing strategies and incentives to encourage participation in newly developed programs.
- Created an incentive program for exceptional performances by team members.
- Partnered with executive team leaders to ensure consistency in corrective action to team members nationwide.

EXPERIENCE

Cedar Valley College

2009 to Present

Dean Retention Management and Title III Administrator

- Provides planning and operations assistance to executive management of the college through active participation and leadership on task forces, committees and councils.
- Works collaboratively with instructional faculty and academic support programs to facilitate and enhance retention and student success efforts.
- Develops, implements, manages, and evaluates a large variety of diverse programs in support of student success and assigned retention programs of the college.
- Assumes overall responsibility for directing the activities of the personnel engaged in performing the functions of the assigned areas.
- Assesses needs; supervises and coordinates development, implementation and evaluation of programs and associated staff.
- Selects, trains and evaluates staff. Develops work schedules and assignments.
- Develops budgets; monitors and approves department expenditures.
- Assists with resource development related to the support of assigned programs and services.
- Prepares departmental objectives; evaluates the quality of services provided and determines ways to improve services and implements changes.
- Prepares reports, proposals and recommendations for overall programs; keeps detailed records of assigned activities.
- Develops and maintains a variety of community relation activities; serves as college liaison with various student/community outreach organizations.

Greyhound Lines, Inc.

2002-2009

Administrator ADA Compliance Department

- Involved in developing, coordinating and delivery of training for all customer touch points of the company. Touch points include: Call Centers for the Fare and Schedule Group, the Travel Assistance Group, the Customer Assistance Center, the Information Technology Group, National Field Managers, Associates and the ADA Compliance Department.
- Consulted with customer service management to identify performance gaps and recommended solutions and interventions to meet organizational goals nationwide.
- Partnered with call center management to develop and implement performance interventions.

- Created information bulletins and FAQ handouts for national distribution.
- Edited and revised all ADA pamphlets and posters for national distribution.
- Developed and conducted ADA training for corporate staff.
- Presented on the transportation panel at the SATH World Congress 2008.
- Spoke at the United Spinal Annual Conference 2008.
- Spearheaded the Sub-Integration project. Responsible for developing all processes, training material and implementation for this project.
- Conducted ADA question and answer training sessions for management and field personnel nationwide.
- Served as company representative at all national, regional and industry conferences and meetings involving disability related issues.
- Deposed as subject matter expert and company representative for all customer cases in litigation.
- Consulted with senior management regarding the development and implementation of all ADA related programs.
- Supported all GLI lobbying activities relating to the ADA.
- Served as interface between GLI and Access Greyhound Advisory Board members.
- Served as a member of Homeland Security's (TSA) Coalition on Disability.
- Functioned as ADA content consultant and subject matter expert to all corporate departments, subsidiaries and national field locations. Provided end-to-end project management and supervised real time escalated issues to conclusion in the best interest of the company.

EL Centro College

2004-Present

Adjunct Faculty

- Develop and teach Introduction to Psychology and Development Across The Lifespan. Assess student performance issues and recommend strategies for student success.

Contract Consultants

2001-2002

Provide skilled consultants to government agencies and corporations.

Assignments: Federal Deposit Insurance Corporation & Verizon Corporate Headquarters Human Resources Analyst

- Consulted and coached all management levels on applying policies and labor laws to employee relations /discipline activities. Provided correct interpretation of federal and state labor laws, company policies, benefits and union agreements to employees and local management nationwide. Also served as FMLA/CFRA subject matter expert.
- Resolved employee relation issues, provided guidance to management and team leaders and responded to union grievances. Provided responses to Department of Labor grievances.

Odessa College

1998-2001

Title III Student Development Specialist/Internal Consultant

- Coordinated improvements of services for Students with Disabilities.
- Conducted assessments of organizational effectiveness. Developed and implemented institutional diversity programs, institutional mentoring programs, and faculty development workshops on adult learning theory.
- Teamed with subject matter experts to develop training content. Developed five-year training plan for department.
- Partnered with administrators to develop institutional retention intervention programs. Developed a pilot retention program that increased the retention rates by over 150%.
- Facilitated new employee orientation sessions. Conducted regional management development workshops for administrators throughout the Southwest.
- Designed college level courses using delivery methods of interactive television, Internet and satellite broadcasts.

McLane Hi Plains

1994 -1994

Human Resources Generalist/Intern

- Facilitated management development training. Facilitated new employee orientation sessions.
- Provided team leads with correct interpretation of new programs, policies, state and federal laws.
- Directed team members to appropriate personnel to address specific employee issues.
- Coached executive team leads on leave of absence policies.
- Ensured the timely handling of employee concerns and benefit questions.

Eastern New Mexico University

1992-1998

Student Support Services

Academic Counselor/Tutor Coordinator

- Supervised computer labs and tutoring center. Developed five-year training plan for department.
- Designed performance intervention strategies for tutoring staff.
- Facilitated, evaluated and maintained training plan.
- Delivered staff development training programs and new employee orientation sessions.
- Supervised the implementation of national and regional award winning economic education programs. Collaborated with local and national business leaders to implement economic education programs.

COMPUTER SKILLS

SAP, COLLEAGUE, Microsoft Office Suite, Groupwise, Microsoft Access, TRIPS, ORDS, BOSS, Heat, Meridian, Symposium, Director

Achievements

National Champion, Students in Free Enterprise

Regional Champion, Students in Free Enterprise

National Dean's List

Sam M. Walton Free Enterprise Fellow

(Awarded to Outstanding Economic Education Faculty)