

SANDRA B. TATE
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OBJECTIVE: Manager or Director - Training and Program Development

EXPERIENCE SUMMARY

- 14 years, Professional Consultant / Trainer (Leadership / Professional Development)
- 13 years, Information Technology Supervisor / Manager Information Systems (MIS)
- 11 years, CEO, Professional Trainer (Corporate Leadership / Personal Development)
- 2 years, Information Technology Software Tester and Technician (Financial Industry)
- Bachelor of Arts, Human Communications / Psychology, Hunter College, City University, NYC, NY

EXPERIENCE PORTFOLIO

06/03 – Present, CEO / Trainer, Leadership & Professional Development TateWorks Consulting, LLC, New York, NY

- Founded / manage consultancy offering unique presentation skills towards design and delivery of personalized and group training on leadership development
- Design / develop curriculum, course content, faculty support, and staff training offering Leadership & Professional Development, using live or web-based training methodologies for strategic professional and personal coaching
- Design/implement professional coaching to medical and military field(s) for Self, Life Work Balance, Time Management, and Relationship(s) in one-on-one sessions using institutionally proven instructional design principles and practices, including adult learning theories, interactive training, e-learning design principles, distance learning, self-paced instruction, and evaluation methods, based on recognized curriculum models: ADDIE, Dick & Carey Systems Approach Model (interrelationship between context, content, learning, instruction), and Merrill's First Principles of Instruction
- Provide one-on-one training programs including: Communications Technology, SELF-First Consulting/Training, Life Outcomes Planning, Life and Self-Management, and Team Mentoring/Relationship Building, Time Management and Personal Development
- Provide coaching / group training for Self-Leadership, Time-Management and Relationship-Building, Self-Esteem & Creation, Communications, Team Relationships, Organizational Effectiveness, Leadership, Diversity (Inclusion?), Identifying / Becoming Change Agents
- Provide pro-bono work including workshops for ParentJobNet, Hunter College, Jamaica Impact, JAMPACT 10th Anniversary (Sponsorship), and Imagine Fundraiser (June, 2009)
- Responsible for building promotional website, newsletters, and radio podcasts
- Author: Positively R.A.W. (Right Attitude Wins) a self-help/inspirational book: <https://amzn.to/2QhQzzw>

01/06 – 06/06, Program Coordinator Credit Suisse, New York, NY

- Manage New York-based, Credit Suisse, leadership and personal effectiveness programs, including programs logistics via liaison with global colleagues and vendors providing program services, including projects for internal client services group executives at Credit Suisse
- Managed reporting/maintenance program calendars; liaise with Business Relationship Managers (BRMs) on program communication, including general reporting, while assisting in building relationships with current and future clientele
- Managed annual events reporting, including: enrollments, waitlists, registered interests; ordered materials and literature for programs

06/05 – 12/05, Senior Information Analyst/Special Assistant Office of Senate Minority Leader, David A. Paterson, District 30, New York, NY

- Served as strategist and information architect for implementation and integration of new contact

management systems, including list-building, and communication liaison

- Provided recommendations as in-house SME on current and emerging technologies, IT, and database projects to enhance efficiency, cost effectiveness, and appease budget constraints for political campaign(s), including: disaster recovery planning, process improvement, business documentation

11/01 – 02/04, Technical Trainer/MIS Project Leader

Associate of the Enterprise Management Resource and Planning Team

Administration for Children's Services, New York, NY

- Developed, designed, and implemented four training programs for 'just-in-time' delivery, averaging two training sessions per week, with ~25 learners each class, on Automated Case Reference System (ACRS^{plus}) over a three-year fiscal calendar year period
- Developed three courses, quick reference planning guides, and initiating follow-up communication, including focus groups resulting department and individual security access to case-related data
- Administered design of three program evaluations to 8,500 learners, providing delivery of remediation courses for Quick Flash Training, including 30-minute personal and professional problem-solving sessions using instructional techniques, problem solving, role playing and case studies for development of innovative methods to show practical uses, showcasing participants' collective experiences, skills, ideas and methods to solve everyday problems
- Developed / designed practical staff training using descriptions of work, case studies, practice activities such as mock visits, meetings; introducing activities to encourage 'doing', vs. 'listening' or 'speaking', for better retention of shared material
- Created standardized training course for Automated Case Reference System (ACRS^{plus}), training 1000+ end-users resulting in – reduced man-hours, increased productivity, reduced errors, more flexible web-based access and benefits
- Reduced errors in reporting expenses by 65% for Case Inquiry system by devising design and delivery of user publication and presentation tools to enhance staff accountability, and decentralized data entry to improve data quality and access.
- Reduced labor costs by 33% by streamlining processes via single repository for case records, with user-friendly application available to NYC staff for Administration of Children's Services (ACS) staff in Project Management Operations (PMO)

07/00 – 04/01, Technical Project Leader (Manager)

Deloitte & Touche LLP, New York, NY

- Directed / led IT solutions for integrating / leveraging new and emerging technology with internal Deloitte groups; managed IT solutions and staff team in department for five vendors' services from the Financial Services industry, including: Merrill Lynch, Morgan Stanley Dean Witter (MSDW)
- Provided IT solutions, support, oversight, manuals, training, and maintenance for: Staff Trak web-based tracking system (implementation, training, network hub, software installation, specific executables, training manuals), The Global Capital Markets Group database, Mergers and Acquisition database installation, Fiber Run installation in Merrill Lynch, Morgan Stanley Dean Witter's floors at Two World Trade Center
- Managed networking for internet and VPN connectivity, including a web conference center using ECI Conference Call Services vendor client; tested application conflicts while pilot testing
- Led training initiatives with three separate classes over six weeks with two classes per week, every three months year, via teleconference for certifications, hardware/software, and peripherals

03/00 – 07/00, Project Manager

Arthur Andersen LLP, New York, NY

- Subject Matter Expert and liaison providing advice for team creating generic interface for software, saving firm \$1M in purchasing third-party interfacing software (OTS) and in hiring contractors for implementation; responsible for closing 100+ contracts in 30 days; reduced conference costs by 50% (\$300 to \$150K), while increasing attendance (25%)
- Responsible for coordinating team managing restructured operation of Windows 2000 Rapid

Deployment Program (RDP); deployed 5,000+ servers / 50,000+ workstations / 90 days

- Provided oversight to extension of existing technology and customer analyses tools via company-wide CRM implementation project; analyzed business units for key IT needs for goals / objectives
- Managed extensive communications and interactions with clients senior management and project teams to enhance analytic capabilities of business systems; conducted due diligence; resulting in deliverables by projected deadlines / reduced clients' overhead costs by 15% in 100% of assignments

OTHER PROFESSIONAL EXPERIENCE

Business Analyst/Project Manager, Administration for Children's Services, New York, NY

- Managed and provided Quality Assurance (QA) as System Developer / Manager of Information Systems, and Senior Analyst for Quality Improvement for project deployments from inception to deliverables via: contract negotiation, program/project management, and team management
- Supervised 22 staff (System Administrator/Manager, Desktop Support, Network Operations Support) daily; reported to the Manager of Management Information System
- Managed / provided QA as user access for Windows NT and UNIX servers
- Managed / planned on-time and under-budget development / implementation of web-based services with cross-functional engagement (15+ member teams), saving \$750K, and 45 man-hours in one year; enabled overhead savings of ~\$500K by providing subject matter expertise in-house
- Conceptualized, planned, and launched eight custom training programs for various levels of ACS Caseworkers, Supervisors, Managers and Directors and security-level access to the upgraded Citywide web-based record systems that provided 16 operational and management reports on unit/staff availability and pending assignments, and to meet / exceed learning objectives / goals, resulting in improved and user-friendly experience, streamlined agency process and Real-Time reporting

Quality Assurance Consultant / Software Tester

People Systems Development Group for McKinsey & CO, New York, NY

- Responsible for analyzing and defining existing business processes and interdependencies, analyzing functional specs for completeness & testability, and analyzing test output, identifying discrepancies and clearly documenting defects

Assistant to VP, Sr. VP, & General Merchandising Manager, Ann Taylor, New York, NY

Special Assistant/ Project Manager, Michael Jones-Bey, 29th Senatorial District, New York, NY

CAREER TRAINING / CERTIFICATIONS

- 2014 – present, Coaching Certification, International Coach Certification Academy, Psy Tech, Inc.
- 2005, Life and Business Coaching, School of Coaching Mastery, St. Louis, MO
- Life Coach Courses, Inner Life Skills (ILS), Boulevard Witkoppen, Fourways
- 2004, Certificate, American Seminar Leader Association (CSL), Pasadena, CA
- 2004, Business Management Training Program, Workshop in Business Opportunities, Inc., New York, NY
- 2000, Certificate, Conference on Directing, Controlling and Managing Projects, Skillpath, Mission, Kansas
- 2000, Certificate, Managing Your Success, Deloitte & Touche LLP, New York, NY

HARDWARE / SOFTWARE / TECHNICAL / COMPUTER

- HTML/JavaScript (Front end)
- Java (Business Logic – using Oracle Application Server JWeb Cartridge)
- MS Office: Word, Excel, PowerPoint, Outlook
- Oracle / Oracle 8i / Oracle Application Server
- Web-based (thin client)
- Website Development, Programming