

**LAURI J WILLIAMS,  
CIEC, MCD, CEIP, CPS, Author, Lay Chaplain**

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**Professional Profile:**

Certified Master Career Director, Certified Professional Speaker, published author with a proven record of accomplishment of success in negotiations, corporate training or instructing in an adult education program, developing training courses, and developing new business opportunities with a diverse group of organizations and associations. EEO Specialist (Certified Dispute Resolution Specialist), Certified Mediator (Arkansas Circuit Courts). Knowledgeable in the areas of fact-finding, researching, analyzing; communicate effectively both orally and in writing with all levels of management and employees, and proficient in Microsoft Office and various business databases; skilled ability to develop rapport and long-term collaborative relationships, while exceeding client expectations; demonstrated leadership skills with hands-on experience in providing effective consultation services.

**Certification & Trainings; Credentials**

Lay Chaplain, Community of Hop International (COHI)  
Certified International Entrepreneur Coach (CIEC), Professional Woman Network  
Certified Professional Speaker (CPS), Professional Woman Network  
Certified Master Career Director (MCD), Career Directors International  
Certified Employment Interview Professional (CEIP) Career Directors International  
Certified Human Capital (CHCM), Management Concepts  
Federal Human Resource Business Partner, (FHRBP), Management Concepts  
Federal Workforce Planning (FWFP), Management Concepts  
Federal Financial Management (FFM), Management Concepts  
Certified Mediator (Arkansas Circuit Courts) Arkansas Dispute Resolution Commission  
Karrass Effective Negotiating Training Part I  
Karrass Effective Negotiating Training Part II  
Karrass Internal Organization Negotiating Training part III  
Certified TRAIN-THE-TRAINER Training PrepMasters Inc., Irvine CA  
Certified Technical Trainer (CTT+) through CompTIA, (*Pending Certification*)

**Professional Experience**

**Always Making Your Mark® LLC,**

dba Always Making Your Mark® Career Training Professional Development School (license by ADHE; license# 903)

P.O. Box 94797 North Little Rock, Arkansas 72190

Office: 501-351-1848

**Executive Director/Founder**

- Develop, conduct, and evaluate workplace training programs for prospective enrolled students and hired contract trainers for Always Making Your Mark® LLC.
- Coordinate with hired Corporate Training Consultants on designed and implemented training courses (Face to Face, Hybrid, Online) for prospective students and new students that will enroll in Always Making Your Mark® LLC School.
- Coordinate with Human Resource Consulting Services to develop job descriptions for specialized positions and organizational structure of organization.

- Coordinate with hired technology consultants on Always Making Your Mark® LLC, computer and technology integration projects.
- Adhere to Arkansas Division Higher Education (ADHE) guidelines; develop programs for Always Making Your Mark® LLC School; assist contract personnel in course curriculum, instruction, and assessment development.
- Develop Always Making Your Mark® LLC Career Development Course Catalogue and the organization's employee handbook.
- Schedule courses and instructional and training services and one on one coaching services.
- Provide effective course evaluation; evaluate learner performance throughout an event and evaluate trainer performance and delivery.
- Schedule hired staff to coordinate and set up company's paid training events; review various reports of training activities.
- Maintain knowledge of current trends in the training industry as well as training methodologies.

### **Arkansas Community Dispute Resolution Center**

3805 W 12th St # 201 Little Rock, Arkansas  
(501) 379-1501

#### **Board Member: Vice Present/Secretary/Conflict Resolution Trainer**

- Serve as board member in capacity of Vice President/Secretary.
- Conflict resolution trainer for on behalf of Arkansas Community Dispute Resolution Center.
- Facilitated training sessions on Violence Prevention Topics: Conflict Resolution, and Bullying.
- Ensured that established training requirements met; monitored and reviewed the progress of participants through assessments and discussions with program managers for organization serviced.
- Determined appropriate teaching delivery methods, proficient in training course development and delivery processes.
- Utilize instructional media to supplement delivery; demonstrate professional conduct and content expertise and use communication and presentation skills to facilitate learning.

### **Food & Drug Administration (FDA)**

Silver Spring, Maryland

#### **Human Resource Specialist (Retired)**

- Daily processed selected candidates' data into FDA designated on boarding databases (HREPS, On Boarding, USA Staffing etc.). Maintained confidential applicant information in job applicant supply filing system.
- Notified appropriate hiring management officials regarding outcomes of job candidates hiring status regarding suitability outcomes and the onboarding process and further decision on hiring process.

- Reviewed position descriptions for accuracy and submission for Classification determination and final review in compliance with Office of Personnel Management (OPM) Qualifications policies and procedures, and other governing regulations).
- Participated in measuring outcomes of work, prepared necessary documentation in the General Schedule classification systems in compliance with Office of Personnel Management.
- Skilled interviewing, conducting fact-finding, and data analysis; provided effective guidance and assistance on interpretation of FDA' employee-relations procedures, practices, policies, and guidelines.
- Reviewed employee relations program functions; provided advice on complex and multi-faceted issues; served as a technical expert on implementing and administering conduct and performance management programs.
- Facilitated HR "Ethics Training" required for monthly **new employee orientation training**; build and sustained positive relationships while supporting management's goal to establish and maintain effective working relationships with labor organization representing regional and nation-wide placement of agency employees.

**Department of Veterans Affairs**  
**Office of Resolution Management (ORM)**  
 2200 Fort Roots, Dr., Bldg. 37  
 North Little Rock, AR 72114

#### **EQUAL EMPLOYMENT OPPORTUNITY SPECIALIST (EEO)**

- Trained in negotiation and facilitation; coordinated resolution through facilitations and mediations; conducted monthly onsite training sessions and face-to-face meetings at various Veterans Affairs facilities.
- Conducted interviews with witnesses, responding management official(s); advised informed claimants, witnesses, respondent management officials, and their representatives of their rights and obligations under laws and guidelines enforced by the agency.
- Prepared detailed counseling reports; Daily researched, analyzed, and interpreted Veterans Affairs and federal guidelines; researched, analyzed, and developed information from the fact-finding process to provide general feedback on status of Equal Employment Opportunity (EEO) complaint case inquiries.
- Maintained statistical and observational data for reports on program activity, trends, and problem areas.
- Explained the concepts and benefits of the mediation/settlement process; composed and reviewed Agreement to Mediate Forms.

**Embry Riddle Aeronautical University**  
 110 Sextant Ave., Suite 2090  
 Cannon Air Force Base, Clovis, NM 88101

#### **Assistant Center Director of Operations**

- Recruited students; managed records, supervised administrative functions of the center; developed successful marketing campaign that increased campus enrollment.
- Monitored weekly budget reports of tuition assistance/invoices and other expenditures by promoting and facilitating use of the University locus database system.

- Collaborated with University's Career Service Department to ensure proper coding of administrative and personnel actions were properly classified into students' files.
- Coordinated off-site faculty meetings with higher-level faculty staff; ensured confidentiality of university records.
- Developed and maintained collaborative relationships with academic partners and community leaders. Participated in monthly educational council meetings.
- Proctored graduate and undergraduate admissions tests; actively sought resourceful ways to recruit college instructors from civilian and military backgrounds.
- Managed the public relations program for the campus; developed marketing strategies including participation in college fairs and advertisements in local print media targeted at both civilian and military sectors.
- Scheduled follow-up meetings with students to assess students' satisfaction with the academic placement process. Assisted graduate and undergraduate students in the successful coordination of their education and life-learning experience.

#### **UNIVERSITY OF MARYLAND, ASIAN DIVISION**

35 MSS Squadron

Unit 5060 Box 10, APO AP 96328

Misawa Japan campus

#### **Adjunct Instructor**

- Instructed academic courses in business and management; designed effective course strategies for enhanced learning by addressing individual needs and learning styles.
- Developed instructional plans; interacted with students and staff; developed lesson plans and curriculum, provided lectures, graded examinations and research papers.
- Developed classroom project activities and taught analytical methods and research techniques while addressing individual learning styles of a diverse student population.
- Provided didactic lectures, group activities, individual and group projects; evaluated student progress and provided feedback and counseling; provided group and individual academic counseling, training, and mentorship to undergraduate college students.
- Designed effective course strategies for implementing academic learning through interactive methods of research and aided in guiding students through the examination process.
- Planned, organized, and presented information and instruction via an online content delivery system which helped students learn subject matter and skills that contributed to their academic development.

#### **Education**

Master of Science Degree, Troy State University, APO, AP Japan  
Human Resource Management, 2003

Bachelor of Science Degree, Wayland Baptist University, Plainview, TX  
Human Services, 1998

## **Professional Affiliations**

Chaplain-Community of Hope International (Chapter) (Little Rock, Arkansas)  
Arkansas Community Dispute Resolution Center (ACDRC) (Little Rock, Arkansas)  
National Association Self-Employed (NASE) (Maryland)  
Toastmasters Club, (Sherwood Chapter)  
Arkansas Society Association of Executives, (Little Rock Chapter)  
Federal Employed Women, (FEW) (Little Rock Chapter)  
Professional Woman Network (PWN) (Louisville, Kentucky)  
Career Directors International (Tampa, Florida)

## **Summary Skills**

- Entrepreneur Coaching
- Personal Development Coaching
- Presentation and Public Speaking
- Training the Trainer
- Facilitation Workplace Training
- Dispute Resolution
- Networking
- Negotiations
- Adjunct College Instructor
- Skilled Human Resources Professional:  
Staff Training & Professional Development  
Employee Relations and Labor Relations  
Recruitment & Placement
- Conflict Resolution Trainer & Mediator
- Published Author:

Six Steps Six Figures: A Power-Packed Guide for Your Career Goals and Life God's Way  
Master Your Move; Mind Your Own Business (Revised and Updated & Expanded edition)

Steppingstones to Success, Co-Author with Jack Canfield (Chicken Soup for the Soul),  
Deepak Chopra, and Denis Waitley (Secret)

Life Is An Attitude, The Power of A Positive Attitude. Co-Author Pro-Woman Network