

Paul J. Fitzgerald
Senior Human Capital Development Consultant
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SUMMARY

Creative, seasoned consultant in human performance improvement, with an excellent record of guiding individuals and organizations to enhanced productivity and effectiveness. Special strengths in managing, delivering, marketing and consulting in Human Capital areas:

Organizational Effectiveness	Team Building
Leadership Development	Career Transition
Performance Improvement	Customer Focus
Executive Coaching	Program & Project Management
Change Management	Competency Development
Strategic Solutions	Communication

EDUCATION

- M.S.W.** Community Organization - Virginia Commonwealth University / Richmond, VA
M. Div St. Vincent Seminary, Latrobe, PA
B.A. Philosophy - Athenaeum of Ohio / Cincinnati, OH

CERTIFICATION

- Achieve Global Master Trainer Certification, Washington, DC
- Myers-Briggs Type Indicator (MBTI) Qualified, Type Resources, Inc., Gaithersburg, MD
- Leadership Architect Certification, Lominger Limited, Inc., Minneapolis, MN

PROFESSIONAL EXPERIENCE

EASI•CONSULT®, St. Louis, MO (January 2005 – Present)
ACHIEVE GLOBAL, Tampa, FL (1996-Present)
PJF ASSOCIATES, Arlington, VA (1996-Present)
DRAKE BEAM MORIN, INC., Washington, DC (1989-1995)
PJF ASSOCIATES, Vienna, VA (1981-1989)
DEPARTMENT OF HUMAN SERVICES, Arlington, VA (1972-1981)

ORGANIZATIONAL EFFECTIVENESS/TRAINING/COACHING

- Introduced leading edge Structured Interview Training to GSA PBS managers, generating excitement about a process and tool which simultaneously streamlines the interview process and greatly improves the selection of qualified candidates according to behavior based criteria.
- Facilitated subject matter experts (SME's) from GSA's PBS Regions in defining core and technical competencies, then rating, ranking and assigning points to set priorities. Provided technical assistance in validating competency models, and in creating filters for selection and development of current and future realty specialists in a very short timeframe.
- Provided technical assistance by interviewing division directors, re-writing position descriptions, and conducting "Career Management Profile" seminars, as part of reorganization in GSA's Office of Governmentwide Policy. Within one month in an emotionally charged environment, prepared all of the managers and staff to apply for the new positions, and wrote a summary of key issues and concerns for senior management.

- Launched performance management skill development for KPMG, which equipped over 160 partners and senior managers to drive a strategic shift from individualism to team service delivery.
- Consulted with managers and staff implementing an innovative human capital strategy in the General Services Administration, which guided them in developing the competencies mandated by a new goal of strong customer service.
- Mapped skills training to required functional competencies in Computer Sciences Corporation, which created an easily accessible database for employees to design their own development strategies in any worldwide location.
- Delivered workshops to over 2,500 people in topics such as leadership, team development, and customer focus, with participant ratings averaging 4.5/5. Led over 40 in-depth professional train-the-trainer programs for 300 trainers and managers, with an average rating of 6.6 out of 7.
- Conducted executive interviews, focus groups, and workshops with a major high-tech firm, which initiated a culture change from tolerance of harassment to promotion of workplace respect.
- Coached managers, executives and others in career and leadership strategies, which propelled them forward in their careers, and generated over \$250,000.00 annually during a five year period.

MANAGEMENT/LEADERSHIP

- As project manager, spearheaded a major downsizing project for IBM across a five state area. Managed a team of eighteen professionals, who delivered 90 workshops to over 2,000 employees, garnering excellent evaluations, and generating revenues in excess of \$350,000. Commended by managing partner as a “distinguished performer”.
- In a human services agency, managed four professional, multi-lingual, cross functional teams which used innovative approaches to service delivery. Customers experienced streamlined access to services and a reduction of red tape.
- Developed and managed a career center for the closing of an Ace Hardware retail distribution facility of over 250 employees, which provided them with tools to transition successfully to new jobs and an emotional outlet. The client determined that the center was a key factor in preventing sabotage and violence.
- Created and managed a pivotal clearinghouse to recruit, screen and place personnel, which generated a staffing stream for 80 organizations.

BUSINESS DEVELOPMENT

- Sold and managed the implementation of a major international training contract to Arthur Andersen & Co. over a three year period in the U.S., Canada, Australia and the British Isles. This created an energized staff with first of its kind training, and achieved over \$500,000.00 in revenue.
- Sold and managed the implementation of large-scale “Train-the-Trainer” programs for high profile clients, e.g. AT&T and Crum & Forster Insurance. Tailored the process to meet client needs and provided follow through which resulted in effective implementations, repeat business, and over \$200,000 in revenue.
- With a major bank in the Southwest, sold a 3 year training contract. When new management refused to continue with the original plan, negotiated a win-win cancellation process and fee.
- Generated excitement in piloting a customized program for a federal agency, so that top management expanded the project from several hundred directors, division chiefs and supervisors to all 2,500 employees.
- Successfully marketed programs such as leadership development, selection interviewing, career transition, and ergonomics to Fortune 500 corporations, non-profits, associations and government organizations, building key relationships which resulted in becoming the provider of choice.

PROFESSIONAL AFFILIATIONS

- Training Officers Conference
- Capital Area Network for Organizational Effectiveness
- Metropolitan Area Career/Life Planning Network
- Chesapeake Bay Organization Development Network
- American Society for Training and Development, *former chapter Secretary*
- International Association of Career Management Professionals, *former chapter Treasurer*

SPECIAL ACTIVITIES

- Volunteers in Service to America Alumnus
- Outward Bound School Graduate

SELECTED WORKSHOPS DELIVERED

Communicating Performance Expectations
Correcting Performance Problems
Conducting a Collaborative Performance Review
Managing Change

Principles and Qualities of Genuine Leadership
Developing Others Through Coaching
Giving Feedback: Constructive and Recognition
Personal Strategies for Navigating Change

Creating Stellar Customer Relations
Tools & Techniques for Solving Problems
Success Factors for Selection Interviewing
Applied Ergonomics

SELECTED CLIENT LIST

Department of State
General Services Administration
National Imaging & Mapping Agency
Department of Commerce

KPMG
Arthur Andersen & Co.
Ernst & Young
Toyota Financial Services

IBM
Prudential Group Insurance
Nextel Communications
Marriott

National Red Cross
Volunteers of America
Fairfax County, VA Park Authority
Prison Fellowship Ministry