

**Overqualified.** Manager. Reverse chronological. Equal Employment Program Administrator seeks lighter responsibility as EEO consultant or investigator. (Candidate has a master's degree but doesn't mention it because the job ad doesn't call for an advanced degree. She would mention the fact in an interview. And the candidate would include her master's if the job ad stipulated a preference for an advanced or professional degree.) Requirements: Minimum of three years' Human Resources, EEO Claims, Employment Law and/or related experience,<sup>1</sup> Bachelor's degree in Business Administration, Human Resources or related field,<sup>2</sup> Solid investigative and writing skills,<sup>3</sup> organizational, time-management, and interpersonal skills.<sup>4</sup>

## PAMELA THIERRY

123 East Lake St. Apt. 111  
Kansas City, MO 12345

E-mail: pam\_thierry@aol.com

Home: 111-333-0505  
Cell: 111-444-0909

### OBJECTIVE

**EEO Consultant.** Energetic and dedicated, though no longer enjoy frantic managerial pace. Seeking challenging non-managerial position.

### PROFESSIONAL SUMMARY

- Exceptional conflict resolution, investigation and mediation skills<sup>3</sup>
- Proven ability to organize work, prioritize tasks and produce high quality work products in a timely manner<sup>4</sup>
- Expert knowledge of EEO laws and procedures.
- Demonstrated interpersonal,<sup>4</sup> written and oral communications skills<sup>3</sup>
- Results oriented and effective team leader
- Dedicated, with strong work ethic
- Word, Excel, Outlook, Access, PowerPoint, Internet research skills

### PROFESSIONAL EXPERIENCE

CENTERS FOR MEDICARE & MEDICAID SERVICES  
Kansas City, Mo.

[dates]<sup>1</sup>

#### Supervisory Equal Employment Opportunity Specialist

- Team Leader for the Office of Equal Opportunity and Civil Rights' EEO complaints processing team. Consult with customers to acquire information, collect and analyze evidence, and prepare investigative reports. Negotiate conciliations and interact with complainants, agency staff, and legal staff.
- Direct and monitor Alternative Dispute Resolution (ADR) Program for EEO complaints.
- Direct and monitor EEO Contract Investigations Program.
- Prepare and deliver presentations and training for agency EEO counselors, Federal ADR professionals, and agency managers and employees.

#### Key Accomplishment:

- Brought agency into 100% compliance with all EEO regulatory time frames. Reconciled EEO complaint inventory. Eliminated backlog of complaints. Improved quality of written work products. Established office as a model for complaint processing.

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION  
St. Louis, Mo.

[dates]

Held a series of increasingly responsible positions in **Equal Employment Opportunity** and **Alternative Dispute Resolution**.

Alternative Dispute Resolution Coordinator (Acting), [dates]; Mediator/Facilitator, [dates]; Intake Supervisor, [dates]; Investigator/ADR Coordinator, [dates]; Systemic Investigator, [dates]; Investigator, [dates]

- Managed and evaluated EEOC, St. Louis District Field Office's mediation program.
- Used variety of ADR processes to resolve employment discrimination complaints involving private companies and state, local, and Federal agencies.
- Investigated class allegations of employment discrimination.
- Investigated individual charges of discrimination involving private companies and state and local government agencies.
- Managed and responded to Congressional inquiries, White House correspondence, interagency referrals, and public inquiries.

#### Key Accomplishments

- Effectively managed inventory of 100 cases, while consistently receiving positive feedback from clients regarding timeliness, responsiveness, and outcome of mediation sessions. Expanded Field Office use of ADR.
- Recognized for high level of success in resolving complex cases.
- Contributor to development of nationwide Mediation Training Program for staff and contract mediators.
- High percentage of investigations resulting in findings of discrimination and conciliation agreements.

### ADDITIONAL PROFESSIONAL EXPERIENCE

U.S. Department of Justice, Community Relations Service; Internship

U.S. Office of Personnel Management; Investigator

National Institute on Aging, Gerontology Research Center; Library and Research Assistant

### EDUCATION

**Bachelor's Degree,**<sup>2</sup> Business Administration, Truman State University, Kirksville, Mo.

### PROFESSIONAL AFFILIATIONS

Co-Chair, Federal Executive Board, Alternative Dispute Resolution Council

Volunteer Mediator, Federal Executive Board, Mediation Services Program

Volunteer Mediator, Department of Justice, Office of Civil Rights, Disability Rights Section