

Gary I. Flaxman
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I am a highly motivated and creative individual with strong people, leadership, and business skills.

EXPERIENCE

1998-present

CITY OF LONG BEACH

Long Beach, CA

WORKFORCE DEVELOPMENT BUREAU

Quality Assurance Coordinator

- Responsible for coordinating training and development.
- Responsible for coordinating customer service assessment and satisfaction.
- Responsible for implementing and leading continuous improvement initiatives.
- Responsible for overseeing Quality Assurance staff and related functions.
- Responsible for ensuring compliance with Federal, State, and local grant regulations and policies.
- Responsible for writing Baldrige based award accolades for best practices.
- Responsible for implementing performance management tracking systems.
- Responsible for authoring monthly capacity building articles for our internal newsletter.
- Responsible for establishing and Chairing the Southern California Performance Excellence Forum, which facilitates benchmarking in the Workforce Development Community.
- Responsible for procuring over \$23,000 in federal funding to support performance excellence initiatives.
- Responsible for overseeing the publication of the Los Angeles County Occupational Outlook Report (labor market informational guide)
<http://www.calmis.cahwnet.gov/htmlfile/ccois/orr.htm>.
- Responsible for ensuring the production and presentation of timely and reliable labor market information.
- Responsible for overseeing Information System Technology staff and functions.

1997-1998

LOS ANGELES UNIFIED SCHOOL DISTRICT

Los Angeles, CA

Examining Assistant

- Consulted with subject matter experts to conduct job analysis and develop content valid examination material.
- Coordinated the construction and implementation of technical interviews.
- Responsible for implementing and validating multiple hurdle selection processes.
- Served as an interviewer on structured interview panels.
- Served as a role-player in assessment center exercises.

1996-1997

CALIFORNIA ELWYN

Fountain Valley, CA

Job Coach-Volunteer

- Conducted training to individuals with disabilities.

EDUCATION

1997-1999

CALIFORNIA STATE UNIVERSITY, LONG BEACH

Long Beach, CA

MA- Industrial and Organizational Psychology 11/99

Thesis Work-Family Conflict as a Mediator Between Family Responsive Policies and Job Outcomes

Member: Society of Industrial and Organizational Psychology and American Society for Training and Development-Orange County, worked with Long Beach Press Telegram as an independent consultant to conduct job analysis.

1994-1996

CALIFORNIA STATE UNIVERSITY, LONG BEACH

Long Beach, CA

BA- Psychology

Concentration: Industrial and Organizational Psychology

Honors: President's List, and Dean's List

Member: Society for Industrial and Organizational Society

PUBLICATIONS

1999-2000 Los Angeles County Occupational Outlook Report

<http://www.calmis.cahwnet.gov/htmlfile/ccois/oor.htm>

AFFILIATIONS

CEO Southern California Performance Excellence Forum, 2000 Examiner for Team Excellence Award (Department of Labor), 1999 Board of Examiners for the Governors Quality Award, Society of Industrial and Organizational Psychology (SIOP), American Society for Training and Development, Society of Behavioral Medicine

ADDITIONAL SKILLS

Microsoft Windows, Microsoft Word, Excel, Publisher and Access, Internet, HTML, SPSS, Adobe Page Maker and Publisher, Pulse II Survey Software.

HOBBIES

Mountain Biking, Hiking, Kayaking, SCUBA Diving, and Rock-Climbing