



CONTACT

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PROFESSIONAL EXPERIENCE

June 2022 - Present
Zoom Tan, Inc.

Manager, Human Resources

June 2002 - June 2022
Collier County Public Schools

Manager, Professional Learning & Digital Innovation



PROFESSIONAL GROWTH

CERTIFICATIONS

- **SHRM Certified Professional (SHRM-CP) *in progress***
- **Microsoft Office Specialist**
- **Microsoft Project**
- **Project Management Professional (PMP)**

COMPLETED TRAININGS

- **Diversity, Equity and Inclusion (DEI)**
- **The 7 Habits of Highly Effective People by Stephen Covey**
- **FranklinCovey's The 4 Disciplines of Execution (4DX) Training**
- **The GiANT Worldwide Leadership Essentials: "The 100X Leader" and "5 Voices"**
- **Disney Institute - Approach to Quality Service**
- **Dealing with Difficult People**
- **Mastering the Art of Working with People**

PROFESSIONAL DEVELOPMENT & LEARNING

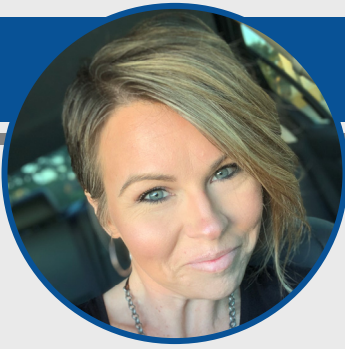
- Provided continuous support for the Collier County Public Schools New Teacher Induction Program (NTIP), while analyzing the needs of new teachers, their competencies and expected learning outcomes.
- Superintendent's Designee of all New Teacher certification and reports completion data to the Florida Department of Education (FLDOE).
- Scrutinized the effectiveness of existing procedures pertaining to the Master Inservice Plan, made recommendations for improvement, and assisted in preparing and presenting the yearly renewal of the Master Inservice Plan to the School Board and Superintendent.
- Disaggregate and analyzed all inservice points used for teacher certification purposes, along with the annual Staff Survey 5 Report submitted to the FLDOE (certification for 3,700+ employees) to ensure district-wide professional learning compliance to reflect updates to applicable laws and regulations.
- Prepared and processed confidential certification records of Principals and Assistant Principals to the FLDOE.
- Coordinator of the professional learning program for the Clinical Education Program (certified mentorship program), based on current recruitment and retention trends.
- Communicated with all school principals pertaining to their new teachers and assigned school-based mentors; while maintaining district-wide mentor database, approved and processed all yearly mentor stipends (approximately \$380,000 per fiscal year).
- Coordinated, facilitated, and presented the quarterly Office Manager Meetings, as well as provide support throughout the year.
- Maintained staff development records by developing and supervising filing and documentation systems, following the District GS1SL-GS7 combined Records Retention Schedule.

TECHNOLOGY

- Applied instructional design principles in order to develop and provide qualitative and systematic eLearning courses for employees, specifically tailored to new teachers with alternative certification (non-education college majors) via the District's Learning Management System (LMS), Canvas.
- Specialized in the implementation of system-wide integrity solutions; in order to mitigate system redundancies, increase productivity and improve data quality.
- Proficient in Microsoft 365 (Word, Excel, PowerPoint, Publisher, Access, Project, Teams, Forms, OneNote) including advanced proficiency in Excel and Access (charting, historical trend reporting, query filtering, defining relationships, macros, and Visual Basic).
- Operated and acted as the system administrator of the district's online training registrar (iLearnU), the platform for all professional learning opportunities, participant registration, and program evaluation.
- Coordinated the design, development, and implementation of internal online platforms, including iLearnU, Summer School Platform, and Employee Dashboard.
- Provided technical support to the annual STEAM Conference, including onsite electronic participant check-in, session management, and customized participant scheduling (1,200+ participants).
- Designed and maintained content of department websites using content management system.

LEADERSHIP

- Managed the iLearnU Administrative Team while developing educational processes utilizing appropriate tools and mechanisms to support each individual department and/or specific audience.
- Provided ongoing professional learning opportunities to both instructional and non-instructional staff (Personality/Strengths Training, Multi-Generational Training, Customer Service, etc.).
- Supervised the employee tuition reimbursement program ensuring union and district compliance, while maintaining a system of documentation, prepared and submitted payroll reports, and quantified cost analysis for monthly/yearly review.
- Supported the district's succession management ideology with training support, including district playbooks, long-term planning and internal audit documentation.
- Conducted program evaluation regarding professional learning effectiveness to ensure a positive Return on Investment (ROI) and prepared specialized reports to share with stakeholders.



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PROFESSIONAL SKILLS

Microsoft 365	●●●●●●●●
Organization	●●●●●●●●
Public Speaking	●●●●●●
Advocacy	●●●●●●
Communication	●●●●●●●●
Team Work	●●●●●●●●



AFFILIATIONS

- **Society for Human Resource Management (SHRM)**
- **Florida Association for Staff Developers (FASD)**
- **Florida Association of MIS (FAMIS)**
- **Florida Association of School Administrators (FASA)**
- **Learning Forward**

As a self-taught instructional designer, I pride myself with gathering, organizing and delivering content to my audience in order to elicit learning and the highest performance outcomes...

Just because you know something does not mean that you can effectively teach something!

OPERATIONS

- Worked with the Human Resources Compensation Department to accurately process bi-weekly payroll memos pertaining to professional learning (participant stipends and/or trainer compensation).
- Communicated fiscal year pay periods and pay dates with department employees and internal new teacher groups.
- Supervised the department's Specialist II employee when preparing a functional analysis of budgeted versus actual salaries and benefits with full disclosure of budget variances and other reports as directed.
- Monitored budget activities throughout the various projects in the department for purposes of identifying potential issues or problems and offer possible resolutions.
- Reviewed and approved budget amendments and financial reports for Department Leadership Team review as needed.
- Supervised the coordination of the annual fixed asset inventory for the department.
- Consultant for summer school operational logistics, including data analysis of student test scores, preparation and production of the budget, and collaborated with various departments to ensure all requirements were met for the application process of summer school allocations.
- Collaborated in the development and documentation of strategic goals and objectives, in conjunction with supporting the Superintendent's Evaluation Goals (SEGs).

HUMAN RESOURCES & PAYROLL

PAYROLL

- Implemented, maintained, and reviewed payroll processing systems to ensure timely and accurate processing of payroll transactions including salaries, benefits, garnishments, taxes, and other deductions.
- Ensured accurate and timely processing of payroll updates including new hires, terminations, and changes to pay rates.
- Ensured compliance with applicable federal and state laws, payroll tax obligations, and internal policies.
- Suggested changes in policies and procedures based on employee and company needs.
- Researched and analyzed compensation standards set by industry and governing bodies in order to create salary structures and administer employee benefits.

WORKERS COMPENSATION

- Provided extensive case management and coordinated administrative aspects of the cases & claims.
- Conducted and coordinated investigations into all reported workers' compensation claims.
- Ensured that all reportable workers' compensation claims were submitted to the company's vendor within 48 business hours from the date of the incident.
- Produced and managed reporting metrics and analytics for all workers' compensation claims and presented reports as requested.

FMLA

- Managed all administrative aspects of leave to include tracking hours used/taken and ensured that pay for associates was accurate and correct.
- Independently approved and/or denied leave cases based on eligibility and/or relevant medical information.
- Coordinated and organized all medical information and ensured that HIPAA and Employee Privacy guidelines were closely monitored and effectively executed.
- Managed all administrative aspects of leave to include tracking hours used/taken and ensure that pay for employees was accurate and correct.
- Worked closely with employees to ensure that all relevant completed medical documentation was submitted for timely review.
- Maintained appropriate contact with all employees on leave and coordinated all aspects of return to work for employee on leave.
- Produced and managed reporting metrics and analytics for all leave cases and presented reports as requested.