

# PAMELA LYNN ASGHAR

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## PROFESSIONAL OBJECTIVE

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Seeking a position in human resources/training and development that draws on proven history of contributing to the growth and profitability of organizations.

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## SUMMARY OF QUALIFICATIONS

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Multifaceted professional with extensive experience conceptualizing and implementing training and communication plans to drive operational efficiency. Motivating and engaging leader with history of generating innovative ideas, leveraging resources, and improving employee morale. Design and execute improvement programs incorporating group discussions, videos, and online components that enable individuals to perform to the best of their ability. Develop plans based on trainees' diverse needs and learning styles. Assess organizations' strengths and weaknesses, providing candid feedback to enhance overall performance. Continuously evaluate effectiveness of training programs, while monitoring costs and adjusting budgets.

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## RELATED PROFESSIONAL EXPERIENCE

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**ST. JOSEPH'S VILLA**, Richmond, VA (January - March 2012)

**Lead Teacher, Preschool.** Developed and delivered child-centered and play-based curriculum according to Virginia State Standards. Teamed with parents to create action plans that support positive behaviors and address developmental issues.

**WESTMONT WEE ONES**, Westmont, IL (January 2003 - October 2011)

**Owner/Operator/Director Family Child Care Service.** Developed and delivered child-centered and play-based curriculum according to Illinois Learning Standards. Teamed with parents to create action plans to support positive behaviors and address developmental issues. Created marketing campaigns, secured and negotiated contracts, handled customer relations, and continuously assessed business needs. Responsible for all aspects of the business to ensure operations were compliant with state and local licensing regulations.

**ARPAC L.P.**, Schiller Park, IL (August 2000 - December 2002)

**Technical Writer.** Worked collaboratively with engineers, quality technicians, graphic artists, and other documentation specialists to produce and publish Operating and Maintenance manuals, training manuals, and marketing materials for packaging equipment manufactured by the company.

**PS INK**, Westmont, IL (April 1999 - August 2000)

**Owner/Operator Communications Specialist.** Teamed with small business owners to conduct needs analysis, identify niche markets, and create meaningful connections with customers and the community through a variety of communication strategies, such as advertisements, newsletters, brochures, direct mailings, and in-store offerings. Facilitated growth strategy meetings and assisted with branding and logo development.

**FEDERAL-MOGUL, previously Fel-Pro Inc.**, Skokie, IL (June 1989 - March 1999)

**Organization Development Team Member** (January 1991 - March 1999). Worked with a team of trainers/facilitators and communications specialists to support the growth and development of a company with 2,000 employees. Facilitated the restructuring and decentralization of the core business into multiple market-based business units. Supported change management efforts to implement self-directed work teams, increase employee contributions toward company profitability, and compete in the global economy.

**Trainer/Facilitator**

**Quality Trainer.** Delivered an 8-week course designed to teach new employees about the company's quality program and give them hands-on experience with problem-solving techniques used to participate in continuous improvement efforts.

**Corrective Action Team (CAT) Facilitator.** Provided hands-on training to employees selected to participate on CATs. Helped to identify, analyze, and resolve problems in CAT work area; evaluated results.

**Self-Directed Work Cell Team Facilitator.** Coordinated development of self-directed work teams from conception to implementation. Responsible for ensuring that team created and shipped products on time and within budget through team building, training and development, and customer visits. Provided interventions relating to conflict resolution, negotiating, and employee recognition programs.

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## RELATED PROFESSIONAL EXPERIENCE (CONT'D)

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**FEDERAL-MOGUL, previously Fel-Pro Inc.,** Skokie, IL (June 1989 – March 1999) • Cont'd

**Organization Development Team Member** (January 1991 – March 1999) • Cont'd

### Trainer/Facilitator

**Business Unit Trainer.** Supported the overall training needs of a manufacturing business unit with a staff of three trainers. Conducted training needs analysis for a unit of 200+ employees across multiple work cell units. Created skill/task/training matrices used to evaluate current levels of performance, determine compensation levels, and develop individual improvement plans.

Designed and delivered OSHA required Personal Protection Equipment safety training. This interactive, hands-on training informed employees about using PPE correctly, reading MSDS sheets, handling Hazardous Materials safely, and what to do in case of spills or personal injuries.

### Corporate Communications

Collaboratively published a companywide magazine featuring employee contributions and accomplishments. Designed and published unit newsletter detailing continuous improvement stories and monthly results on key measures, including scrap, safety, on-time deliveries, and customer non-conformances.

Worked collaboratively to design and manage a 24-foot wall display in the company cafeteria. This board featured topics on new healthcare benefits, how to enroll, a new time tracking system, efforts to earn QS9000 quality certification, and key business concepts, such as vendor-supplier relationships.

### Special Projects

Served as a co-chair on a volunteer quality committee (ARCC: Awareness, Recognition, Communication and Celebration) tasked with promoting quality and safety throughout the company. Sponsored lunchtime meetings teaching employees about safety/quality topics. Hosted quality fairs and internal job fairs encouraging employees to increase their skills and contributions.

Developed and delivered companywide training to educate employees on using a new security system and time-tracking program; efforts resulted in the flawless turnkey program implementation.

Documented standard operating procedures (SOPs) for a business unit of multiple manufacturing teams. Designed and delivered interactive training to unit employees, preparing them to successfully negotiating a QS900 quality certification audit.

**Administrative Assistant** (January – December 1990). Supported a staff of nine trainers and facilitators by preparing training materials, scheduling and coordinating classes, and managing the company's training database.

**Documentation Clerk** (June 1989 – December 1989). Responsible for maintaining the integrity of engineering documentation, such as blueprints, new item approvals, and engineering change notices, while working in a team environment to service both production and engineering functions. Wrote SOPs used in the Documentation library and trained new employees.

**THE DAILY CHRONICLE,** DeKalb, IL (December 1987 – March 1989)

**Education Reporter.** Covered daily news about local school districts, colleges, and universities.

## EDUCATION

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Master of Science in Human Resources, Strayer University, Midlothian, VA (anticipated graduation 12/2013)

Bachelor of Arts in Journalism, Northern Illinois University, DeKalb, IL. (1987)

## PROFESSIONAL ACTIVITIES

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Leadership experience:

- Speaker, Automotive Warehouse Distributors Association (AWDA)
- The Spark Award (2009), Boy Scouts of America (BSA)
- Troop 3006 Committee Member and Fundraising Chairperson, Boy Scouts of America (BSA)
- Troop 2860 Logistics Coordinator (in training), Public Speaking Merit Badge Counselor
- Former Member, National Association for Family Child Care (NAFCC)
- Consultant, Pampered Chef