

Jacinta Vincent Dyck

EDUCATION

*Currently enrolled in Master of Business Analytics at A&M University - Commerce
Master of Business Administration. Beta Gamma Sigma. University of Louisiana, Lafayette, LA
Bachelor of General Studies. Concentration on Business, Accounting, and Education, University of
Southwestern Louisiana, Lafayette, LA*

CERTIFICATIONS

*SHRM-SCP, SPHR, MCSE, MCT, MCP+I, MOS (Microsoft Certified Systems Engineer, Microsoft Certified
Trainer, Microsoft Certified Professional + Internet, Microsoft Office User Specialist in Word, Excel,
PowerPoint, Outlook and Access)*

COMPUTER SKILLS

*Workday, Camtasia, Articulate, Great Plains, Access, QuickBooks, Excel, Outlook, MS Publisher,
PowerPoint, Word, ACT!, CorelDraw, Quicken, MS Project, Photoshop, Visio, and WordPerfect.*

BUSINESS SKILLS

*Process Documentation, Project Management, Event Planning, Accounts receivable/payable, payroll,
reporting, negotiations, recruiting, hiring process, bank reconciliation, budgets, strong organizational
skills, detail-oriented, multitasking, problem resolution, and strong motivator. Able to work
independently or in a team environment. Strong interpersonal/communication skills. Strong coaching
skills. Continuously streamline work processes to become more efficient and productive.*

Work Synopsis

*Strong Customer Service and Managerial Experience
Accounting and Bookkeeping experience
Computer experience from Trainer to Operations & Training Manager
Restaurant experience from Hostess to General Manager*

PROFESSIONAL EXPERIENCE

TEXAS A&M UNIVERSITY - COMMERCE - December 2013 to present

Employee Development Manager

- **Manage activities related to employee training and professional development.**
- **Partnership with Human Resources to support employees.**
- **Instructor for the SHRM preparation class since the Fall 2014**
- **Continued training on Office and Business Skills.**

Training Specialist

- **Assist Training Manager with all training and employee development functions for the University. Design and conduct university employee training programs. Monitor and report the effectiveness of training on employees during the orientation period and for career development. Involved in initial plan design and existing plan enhancements. Ensures compliance of System and A&M Commerce training requirements to include: rules, regulations, policies and procedures. Work with various A&M System and university offices to meet departmental training requirements. Assist with Human Resources, Wellness and the Center for Professional Development departments' needs.**
- **Instructor for Wellness – T'ai Chi and Dance since the Spring 2015**
- **Workday Champion – Workday Project Lead/Trainer, 2 year implementation project and continuous support of this HRIS.**

ROCKWALL COUNTY HELPING HANDS February 2013 – December 2013

Business Office Specialist for Rockwall County

- **Part time business office specialist working with all accounting functions. Duties also include working on special projects, event planning and local technology issues.**

NEW HORIZONS COMPUTER LEARNING CENTER 2007-2011

Operations/Training Manager for Dallas, Fort Worth, Oklahoma City and Tulsa

- **Part of a robust management team whose common goal is to improve the quality of the student experience while maintaining a healthy profit for the company. Operations Duties include: Management of Registrar's Duties, Liaison with the Building Management, Quality Assurance, LMS and CMS maintenance, Courseware maintenance, Vendor Relations, Mentored Learning Manager maintenance, Metrics That Matter maintenance, phone system maintenance, New Hire Support, and all shipping needs. All end of the month reporting on all metrics and accounting reports done by the end of the first week of the month. Responsible for all resources needed to create successful classes on a daily basis. Liaison with Sales team to close deals. Appropriate all resources for events, whether Instructor-Led, Mentored Learning or Online Live. Nurture relationships between Sales and Operations to facilitate all requests and maintain open communications between both departments. Represent Operations and Training in all discussions and decisions. Proactively research all products, courseware, training modalities, hardware and software needs to present for Account Executive training and ready instructors to deliver.**

Accomplishments - took over duties of 3 managers and their staff, raised all metrics 20%; Metrics that matter scores, utilization percentages, online live ratios. It was my duty to train all new hire instructors through a program called Train the Trainer. This training was an intense 3 day seminar that is recognized by Microsoft for their Microsoft Certified Trainer certification. My instructors were honored at an annual International Conference for several years in a row. Complete process

documentation for entire Operations and Training departments. 2011 Recipient of STAR award, an award given to Operation Teams for building revenue and maintaining excellent operation standards.

MODERN BIOMEDICAL AND IMAGING, DALLAS, TX 2005-2007

Accounts Payable Manager

- *Accountable for the processing of all payables for the home office with over 100 hospitals, over 500 vendors and maintaining excellent relationships with vendors and hospitals*
- *Planned and organized semiannual events for the entire company, including all travel arrangements, catering, activities, etc for approximately 100 people*
- *Processed all expense checks and maintained all fleet records*

Accomplishments - Improved Purchase order process from being 1-2 years in arrears to all Purchase orders being closed within 60 days.

NEW HORIZONS COMPUTER LEARNING CENTER, DALLAS, TX 2002-2004

Technical Training Manager

- *Managed a complement of 20 plus Technical Trainers*
- *Responsible for the recruitment, development, coaching, scheduling, and hiring of all trainers including contract negotiation*
- *Coordinate the setup of closed classes and room rentals including but not limited to catering needs, hotel accommodations, software loading and any setup and tear down of equipment, boards, tables, etc.*
- *Prepare a dynamic trimester schedule on a timely basis for technical classes. Update the schedule daily with class requests that reflect the client's needs.*
- *Prepared to fill in as a trainer on a day-by-day basis or help trainers with last minute preparations of their classrooms including computer maintenance.*
- *Responsible for maintaining all vendor relationships with Microsoft, Novell, CompTIA, SCP, Lotus, Cisco, Oracle and Linux, including sponsoring and attending all events.*
- *Continuously monitor product and curriculum changes*
- *Assist Account Executives with clients to assess and develop a training curriculum that will fulfill their needs*
- *Coordinate and collaborate with other departments*
- *Explore opportunities to improve business efficiencies and effectiveness*
- *Resolve conflicts with clients when needed*
- *Ability to multitask and make on the spot decisions*
- *Responsible for providing instructors with all tools necessary to create and deliver a class*

NEW HORIZONS COMPUTER LEARNING CENTER, DALLAS, TX 2001 - 2002

Applications Trainer

- **Train professionals in all vendor applications (Microsoft, Corel, Lotus, Intuit, Adobe, Symantec).**
- **Continuous study to improve classes and learn new software.**

NEW HORIZONS COMPUTER LEARNING CENTER, LAFAYETTE, LA 1996 - 2001

Operations/Training Manager

- **Solely responsible for the coordination of classes and trainers as well as online purchasing of books, software and equipment.**
- **Prepared a dynamic trimester schedule on a timely basis for both application and technical classes.**
- **Coordinated the setup of closed classes and room rentals including but not limited to catering needs, hotel accommodations, software loading and any setup and tear down of equipment, boards, tables, etc.**
- **Monitor, support and motivate sales staff and handled all sales calls.**
- **Public relations/marketing of new students.**
- **Responsible for hiring, development and scheduling of all trainers including recruitment, coaching and contract negotiation.**
- **Prepared to fill in as a trainer on any day or help trainers with last minute preparations of their classrooms including computer maintenance.**

Controller

- **Performed daily accounting tasks using QuickBooks software: input of sales and receivables, deposits, payroll and sales taxes, semi-monthly payroll, monitoring of all purchases, establishment and maintenance of all vendor accounts, budgets, franchise fees, assured all bills were paid on a timely basis.**

Trainer

- **Trained professionals in all vendor applications (Microsoft, Corel, Lotus, Intuit, Adobe, Symantec). Trained Microsoft Technical classes to prepare students for Microsoft Certified Systems Engineer Exams.**
- **Prepared classrooms for teaching including loading software, fixing hardware and the general cleanliness of classrooms.**
- **Continuously studied to improve classes and learn new software, which enabled me to confidently teach any class regardless of schedule or amount of notice.**

Accomplishments - Due to my diversified business and education experience gained through my employment progression with this company, I was able to save New Horizons CLC funds on upper management overhead, as they were able to fill both the Operations Manager and Training Manager positions with one person.

INTERSTATE BATTERIES OF SOUTHWEST LA, LAFAYETTE, LA 1992 – 1996

Administrative Assistant

- **Performed secretarial duties for all South Louisiana sales, which included data entry of sales into the computer, downloaded and reconciled computer-generated sales reports. Handled all receivables and deposits.**

Accomplishments - Automated sales transactions and sales reconciliation process.

RESTAURANT INDUSTRY 1984 - 1996

- **Worked for several restaurants as a hostess, waitress &/or bartender, and administrative assistant. Became a trainer for all positions and performed all classroom training. After five years, became a Service Manager, Kitchen Manager and a General Manager.**
- **Restaurant manager responsibilities included all P & L statements, budgets, hiring, supervision of training, monthly inventory of food, liquor, beer and wine, creating vendor relationships, daily assessment of product and monitoring preparation of products for shifts, processed all sales and balanced books daily as well as monitored flow of business.**
- **Restaurant consultant in the opening of new restaurants from the construction phase through opening. Also performed consultant tasks for existing restaurants to improve efficiency and quality.**

Accomplishments - Coordinated the acquisition of computer hardware/software and training of staff on new systems for several restaurants. Attended Train the Trainer Seminars and gave presentations during these seminars. Coordinator of all events that were held in the restaurants.

VOLUNTEER EXPERIENCE

Rockwall County Helping Hands volunteer since 2013

Hunt County Fair Board member and Director of the Hunt County Fair Creative Arts since 2015

Red River Valley Human Resource Association Program Director since 2016