

LAFAYETTE SCIENCE MUSEUM
ADVISORY BOARD

RESUME LIST:

Kirksey, Linda

no incumbent submission

This page intentionally left blank

Linda Diane Kirksey
302 Jefferson St. #500
Lafayette, LA 70501
214-827-8234
diane.kirksey1@yahoo.com

Personal Statement

Diane Kirksey is owner of Compassionate Communication of Lafayette, LA providing instruction in Nonviolent Communication, Collaboration and Values Clarification. Her interest in human rights, peacebuilding, communications, and violence prevention has been in evidence since her employment in the 1980s with the Womens Center of Sacramento, CA. She has been an activist through the Unitarian Universalist denomination since the 1990s. And has been devoted to teaching nonviolence in Lafayette, LA since 2012. Her pursuit of nonviolence has been in addition to, and financed by ,a professional career in Training and Development.

Skills

Professional and confident
Self-starting lead generator

Well organized and prepared
Excellent training skills

Strong presentation skills

Work Experience

Compassionate Communication of Lafayette, LA **2016 to Present**
Owner, facilitator, speaker, sales representative and administrator of the training center.

The Training Associates **2014 to Present**
Contract Trainer

Sprint

Sales, operation and professional development training **2018**

Sprint at Radioshack **2016**

Earthlink Telephone Systems Training. Sprint store operations and sales training.

Blueseed Training **2017**
Contract Trainer

Walmart Front End Transformation Project. Trained store management and associates on operations, customer service and flow of traffic for new self-checkouts.

Louisiana Fast Start (Louisiana Economic Development)
Contract Trainer and Instructional Designer **June 2011 to Present**
Provides design and training to enhance employability and skills to residents of Louisiana. Primarily new hire training and instructional design in customer service for telephone customer care agents, Leadership Development, Train the Trainer and instructional design.

TrainingFolks
Call Center Trainer (Contract United HealthCare) **July 2010**

Trained telephone customer care agents on large insurance company products in the Medicare market. Trained basics of Medicaid.(Medicaid experience with TxDHS), customer service soft skills, call handling and customer satisfaction. Improved trainee quality scores from previous results – class average going out to the floor 97%. Enhancements to off-the-shelf instructional materials.

Lindamood-Bell Learning Processes (LBLP)

May – June 2010

Learning Clinician (seasonal)

Implemented LBLP instruction according to recommended learning plan and recorded client progress in detail to further learning plan. Instruction included reading, mathematics,

BillMatrix Corp.

August 2006 – Dec. 2010

Customer Care Supervisor, Operations

Supervised a team of 15 Customer Care Representatives. Consistently exceed all supervisor metrics and responsibilities.

Customer Care Supervisor, Training

Raised new Customer Care Representative average score from 84 to 98 over the first 6 months as training supervisor. Enhanced and designed customer care training curriculum content and documents, created assessment tools, exercises and delivered classroom training.

Edward Jones Investments

Investment Representative

Aug. 2005 – Apr. 2006

With series 7 and 63 licenses, prospected customers, sold stocks, bonds and mutual funds. Established IRAs, processed rollovers and transfers from 401(k)s.

7-Eleven, Inc. Dallas, TX

Aug. 2001– Aug. 2005

Supervisor, New Product Introduction. Supervised staff of 21 clerks, team leaders and coordinators. Ensured accurate maintenance of applicable databases. Designed and presented company training and technical materials to all levels of employees on proprietary software, systems and processes. Supervised departmental relationship with primary wholesaler, McLane Company. Managed successful merger of two units within department maintaining employee morale. Responsible for final edit of weekly company catalog of new products.

Team Leader, New Product Introduction

May 1999 – Aug.2001

Supervised, facilitated and designed training of new employees, trained current employees on new processes. Served as Help Desk for proprietary applications. Ensured coverage of duties through delegation when employees were absent or workload was heavy.

Education

Think Resilience -Post Carbon Institute

2019

National Coalition Building Institute certification

2017

NVC (Nonviolent Communication)

2016

Mindleaders, Inc., Certificate of Mastery in Instructional Design

Feb 2012

American Society of Training and Development

Human Performance Improvement Certification

Mar 2009

Training Certification

Dec. 2007

Crucial Conversations Certificate

June 2009

Master of Arts in Interdisciplinary Studies (Leadership)

May 2004

University of Texas at Dallas

Leadership Studies/ Motivation and Negotiation

Bachelor of Arts in General Studies (Communication)

University of Louisiana at Lafayette

AA Data Processing, MGCJC

Chronology of Activism

1984 SPRA at UL

1987 CalPIRG

1987 Office Coordinator Sacramento Women's Center
WEST Women's Employment Services and Training
CAPP Child Assault Prevention Program

1990 Lesbian Resource Center, worked at Sisters Painting Co., Texas Lesbian Conference

1993 Womyn for Womyn

1994 Documentary Arts

1996 First Unitarian Church of Dallas: Sunday School, OWL adults and teenagers, Green Team, Religious Education Council, Ministers Assistant, Secretary, Dishwasher, Guidance Committee,

1997 UTD - Aesthetic Studies, moving from Separatism to Feminism and beyond.

1999 The Advocate, The Writers Garrett

2000 7-Eleven: Activities, ToastMasters, Contests, Decorating, Carroling

2004 UTD Leadership Studies

2009 BillMatrix/ Fiserv: Activities, decorating, change management, Morale Committee

2010 Became an Independent Contractor so that I could pursue social justice work with more time off.

2012 Moved to Louisiana because that is home and that is where my work makes me happy

2013 Unitarian Universalist Fellowship of Lafayette, LA Membership Committee
Presentations

2016 Compassionate Communication of Lafayette, LA

This page intentionally left blank
