# **CRYSTAL L. WILBURN**

San Antonio, Texas 78216 313-445-4186 cwilburn1966@gmail.com

Workplace training and development professional with over 10 years of administrative and academic work experience in training management, facilitation, research writing, workplace motivation, team building and leading, and performance appraisal processes.

### **EDUCATION**

Master of Science in Psychology, Industrial/Organizational Psychology October/2012 Capella University, Minneapolis, Minnesota GPA: 3.84

Bachelors of Business Administration, Business Management **Davenport University**, Grand Rapids, Michigan GPA: 3.34 Academic National Deans List - 2006

## FACILITATION AND TRAINING EXPERIENCE

#### **Direct Support Professional I**

San Antonio State Supported Living Center, San Antonio, TX.

- Instruct, train, and provide in-service to facility staff of (6) on approved policies, procedures, and guidelines.
- Provide facilitator input for employee training improvements that will enhance the learning experience.
- Provide leadership input through direct supervision of assigned staff and through ongoing maintenance of daily documentation requirements.
- Serves as an active member of the interdisciplinary and multidisciplinary treatment team for unit/facility meetings.
- Implements vocational training programs as evidenced by observations, master trainer reports, and data collected to support the programs
- Facilitates leisure activities that reflect the choices of those individuals involved, as evidenced by observation and data collected through monthly monitoring forms.

#### **Volunteer Instructional Facilitator**

Goodwill Industries, Atlanta, GA.

• Facilitated instructional training to adults on computer literacy, and software skills.

May/2013 – Current

December 2012 – February 2013

August/ 2008

October 2010 – February 2012

#### **Training Specialist**

Detroit Workforce Development Department, Detroit, MI.

- Facilitated over 150 employees in utilizing effective communication, negotiation, feedback, as well as organizational behavior and group process skills.
- Facilitated staff on office procedures involving effective customer service protocol.
- Conducted classroom training for transitional staff that would enhance work procedures during reorganizations.
- Designed and conducted effective visual presentations.
- Presented information using a variety of instructional techniques, and formats, such as role playing, simulations, team exercises, group discussions, videos, and lectures.