

# Training, Curriculum, and Organizational Development Experience



Gary Convertino Ed.D., SHRM-CP/PHR, CPC  
Pawtucket, RI 02860  
401-573-9408 Cell  
[gconvertino@3phr.net](mailto:gconvertino@3phr.net)  
[www.linkedin.com/in/garyconvertino](http://www.linkedin.com/in/garyconvertino)  
[www.3phr.net](http://www.3phr.net)

---

## *Training, Curriculum & Organizational Development*

1. "INTERVIEW, NETWORKING & RESUME DEVELOPMENT SEMINAR"  
Developed Curriculum and Facilitated for R.I. Department of Education (JOSG), Groton Navy Sub Base, Department of Health and Human Services (Welfare to Workfare), Providence Community Action, RI SBA, Job Club RI, and The Mass Career Center in Fall River.
2. "PARENTING OR PARTNERING" - LEADERSHIP SEMINAR  
Developed Curriculum and Facilitated for R.I. Department of Education (JOSG) & Bess Eaton Coffee and Bake Shops.
3. "THE STRATEGIC ART OF SHIFT SUPERVISION" – PEOPLE MANAGEMENT SEMINAR  
Developed Curriculum and Facilitated for Bess Eaton Coffee and Bake Shops.
4. "MBTI & DISCOVERING THE BEST IN YOU" – PERSONALITY PROFILE TRAINING  
Facilitated for Bess Eaton Coffee and Bake Shops & American Society for Training and Development Professionals, New England Institute of Technology, Allied Domecq QSR, St. Anthony Shrine, NEIT Faculty, UMass Dartmouth Faculty/Management, Ameri-Corp, Bristol Community College, Dean College, Braintree Catholic Schools Faculty and various Consulting Clients.
5. "MAKING TRAINING WORK" – TRAIN THE TRAINER  
Developed Curriculum and Facilitated for Bess Eaton Coffee and Bake Shops.
6. "EMPOWERING YOUR CAREER" – CAREER PLANNING FOR ADVANCING MANAGERS  
Developed Curriculum and Facilitated for the ArcelorMittal Steel Corporation on behalf of ERC.
7. "CHANGE MANAGEMENT" – SEMINAR ON TRANSITION IN THE WORKPLACE  
Developed Curriculum and Facilitated for Groton Navy Sub Base & Bess Eaton Coffee and Bake Shops, Dean College, URI Office of Strategic Initiative, and Bristol Community College.
8. "NEW HIRE ORIENTATION" – 2 DAY  
Developed and Facilitated a Two-Day Orientation for Bess Eaton Coffee and Bake Shops and Johnson & Wales University, Providence, RI.  
Developed and Facilitated a One Day Orientation for American Society for Training Development Professionals.
9. "SERVSAFE CERTIFICATION" – NATIONAL RESTAURANT ASSOCIATION  
Nationally Certified ServSafe Teacher for the NRA Educational Foundation.  
Facilitated Class and Exam for Allied Domecq QSR and ServSafe class at St. Anthony Shrine.
10. "BASIC MANAGEMENT TRAINING"  
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.  
*TO INCLUDE:* Cost/Cash Management, Sexual Harassment, Security in the Workplace, Understanding the Retail Environment and OSHA Requirements.

## **Training, Curriculum & Organizational Development Continued...**

11. "HUMAN RESOURCE TRAINING"  
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.  
Developed Curriculum and Facilitated Training for Bess Eaton Coffee and Bake Shops and RI SBA.  
*TO INCLUDE:* Recruitment & Selection, Performance Evaluations and Progressive Discipline
12. "SEXUAL HARASSMENT TRAINING"  
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.  
Developed Curriculum and Facilitated Training for Bess Eaton Coffee and Bake Shops, Dean College, Bristol Community College, and St. Anthony Shrine.
13. "COMPLETE STORE MANAGEMENT TRAINING"  
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.  
*TO INCLUDE:* Leadership Training, Diversity Training, Mentoring Employees, Motivating Employees, Delegation Principles, Labor Utilization, and Dealing with a Disgruntled Customer.
14. "COACHING S.M.A.R.T. GOALS"  
Developed Curriculum and Facilitated Goals Seminar for Management Team at Johnson & Wales University, Dean College and Bristol Community College. Taught as part of curriculum for New England Institute of Technology.
15. "ONLINE RECRUITMENT SYSTEM TRAINING"  
Developed Curriculum and Facilitated Online Recruitment System Training for PeopleAdmin System – Johnson & Wales University.
16. "PRESENTING WITH IMPACT" – PUBLIC PRESENTATION SKILLS  
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.  
Developed and Facilitated for Bess Eaton Coffee and Bake Shops & ASTD.  
*TO INCLUDE:* Preparation and Organization of Presentation, Platform Skills Development, Communicating Ideas, Communicating Effectively, and Motivating the Audience.
17. "SPEAKING ON PAPER" – WRITING EFFECTIVELY AT WORK  
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.  
Re-Developed and Facilitated for ASTD.  
*TO INCLUDE:* Writing Effective Business Letters, Memos and E-Mails.
18. TRADE SHOW/SEMINAR DEVELOPMENT COORDINATOR  
Coordinated Trade Show Set Up at Jacob Javitts Center Convention Center in NYC for United Salon Services.  
Developed, set up, and facilitated various Seminars for United Salon Services, Bess Eaton Coffee and Bake Shops, Allied Domecq QSR, and Johnson & Wales University.
19. "STRATEGIC PLANNING AND DEVELOPMENT IN HUMAN RESOURCES"  
ADJUNCT TEACHER AT JOHNSON & WALES UNIVERSITY - 2004  
Developed Curriculum and Facilitated Class for Continuing Education for Students.
20. FACILITATOR FOR "PARTNERS IN MINISTRY" – HOLY NAME PROVINCE FRANCISCANS  
Developed Curriculum and Facilitated Class on "Building Community in a Franciscan Life". Classes facilitated throughout East Coast for Priests, Laity and Community Leaders.
21. "COMMUNICATION FOR DIRECTORS"  
Developed Curriculum and Facilitated Class on Communication for Directors of a Lowell Spiritual Direction Cohort, Lowell, MA and Dean College.
22. "HUMAN RESOURCES IN THE WORKPLACE"  
ADJUNCT TEACHER AT NEW ENGLAND INSTITUTE OF TECHNOLOGY  
Developed Curriculum and Facilitated "Human Resources/Relations in the Workplace" for NEIT Students.
23. "HUMAN RELATIONS IN THE WORKPLACE"  
Developed Curriculum for Veteran's Shelter, Boston, MA, to help Veterans in transition gain valuable skills essential to the workplace.

## **Training, Curriculum & Organizational Development Continued...**

24. "EXCELLENCE IN CUSTOMER SERVICE: WORKING EFFECTIVELY WITH CHALLENGING PEOPLE/SITUATIONS"  
Developed Curriculum and Facilitated Class for Executives at UMass Dartmouth, Dartmouth, MA
25. "DEALING WITH DIFFICULT PEOPLE AT WORK"  
Developed Curriculum and Facilitated Class for Executives and Managers at UMass Dartmouth, Dartmouth, MA
26. "TIME IS ON YOUR SIDE" – A CLASS ON TIME MANAGEMENT AND RELIEVING STRESS  
Developed Curriculum and Facilitated Class for Executives and Managers at UMass Dartmouth, Dartmouth, MA
27. "HUMAN RESOURCES, TRAINING & DEVELOPMENT, AND COMMUNICATIONS"  
ADJUNCT TEACHER AT THE UNIVERSITY OF MASSACHUSETTS  
Developed Curriculum and Facilitated Class for Masters Level Students.
28. SPHR/PHR CERTIFICATION CLASS FACILITATOR  
Led a group of Human Resources Professionals in the study and education associated with taking the National SPHR/PHR Certification Exam – Corp College, OH & DeVry University, OH.
29. "SUCCESSION PLANNING" & "CAREER PLANNING"  
Developed Curriculum and Facilitated Class for The Greater Cleveland Regional Transit Authority (RTA) Leadership Development Team, Cleveland SHRM and EACUBA Convention.
30. "EMOTIONAL INTELLIGENCE, BEHAVIORAL INTELLIGENCE, AND SOCIAL INTELLIGENCE"  
Developed Curriculum and Facilitated Class for Continuing Education Students at Tiffin University, Dean College and Bristol Community College.
31. "ORGANIZATIONAL DEVELOPMENT & STRATEGIC CHANGE MANAGEMENT"  
Facilitated Organizational Review of Human Resources Department, Developed Strategic Plan Implementation, Human Performance Process Improvement (HPI Model), Team Management, and Situational Leadership. Case Western Reserve University & Adjunct Faculty at Dean College.
32. "DIVERSITY IN THE WORKPLACE"  
Facilitated Diversity Workshop for Dean College and Cleveland SHRM.
33. "BRANDING YOURSELF – ELEVATOR SPEECH"  
Facilitated Branding Development/Write an Elevator Speech for Job Club RI and the Bridgewater School District.
34. "CAREER PLANNING & PORTFOLIO DEVELOPMENT"  
Facilitated Career Planning and Career Portfolio Development for the Cleveland RTA, Cleveland State University, Cleveland Catholic Diocese, Job Club RI and Ohio SHRM.
35. "CIVIC RESPONSIBILITY"  
Facilitated Civic Responsibility Training for Sanford Brown University and Dean College.
36. "FERPA & CONFIDENTIALITY"  
Developed and Presented FERPA & Confidentiality Training for Dean College.
37. "CONFLICT RESOLUTION – THOMAS KILMANN"  
Developed and Facilitated Conflict Resolution Training for Cleveland SHRM, Dean College, Bristol Community College, and various Consulting Clients.
38. "ETHICS TRAINING"  
Developed and Facilitated Ethics Training for Tiffin University, Dean College and UMass Dartmouth.
39. "INDIVIDUAL DEVELOPMENT PLAN (IDP)"  
Developed and Facilitated IDP (Individual Development Plan) Training for HHB, Dean College, and various Consulting Clients.
40. "NEGOTIATION"  
Developed and Facilitated Negotiation in the Workplace for URI Office of Strategic Management & Dean College.

## **GUIDES & MANUALS**

1. “CUSTOMER SERVICE GUIDE”  
Developed Guide and Facilitated Training for Bess Eaton Coffee and Bake Shops.  
Utilized and Facilitated “Off the Shelf” Guide for Allied Domecq QSR.
2. “RECRUITMENT, INTERVIEWING & HIRING GUIDE”  
Developed Guide and Facilitated Training for Bess Eaton Coffee and Bake Shops & Johnson & Wales University. Utilized and Facilitated “Off the Shelf” Guide for Allied Domecq QSR.  
Developed Guide and Facilitated Training for Johnson & Wales University and St. Anthony Shrine.
3. “HUMAN RESOURCES EMPLOYEE HANDBOOK”  
Developed Handbook and Facilitated Training for Bess Eaton Coffee and Bake Shops, Allied Domecq QSR, St. Francis Chapel and City Ministry (Providence, RI) and St. Anthony Shrine (Boston, MA).
4. “GUIDE TO WRITING EFFECTIVE JOB DESCRIPTIONS”  
Developed Guide and Facilitated Training Seminar for Johnson & Wales University and Developed Job Description Standards for St. Anthony Shrine.
5. “USERS GUIDE - APPLICANT TRACKING SYSTEM”  
Developed ATS Guide and Facilitated Training Seminar for Johnson & Wales University & Dean College.

## **CERTIFICATIONS:**

**Certified Mediator/Dispute Resolution Training** (May 2021)

**Certified Title IX Investigator/Trainer** (September 2020/October 2021)

**Certified Professional Coach – CPC** (June 2019)

**PHR Certification & SHRM-CP Certification** (2008/2015)

**MBTI & Colors Personality Profile Certified Trainer** (2013)

**Mentors in Violence/Sexual Harassment Prevention & Diversity Certifications** (2017/2018)  
Northeastern University, Boston, MA

**Accelerated Senior Human Resources Leadership Development Program** (2017/2018)  
CHRO Executive Program – Providence, RI

**SHRM – Leadership Program – Professionals in Human Resources** (2006/2012)  
Washington, D.C.