






TROY O'QUIN

MBA, SPHR, SHRM-SCP

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SKILLS

Change Management

Process Improvement

Training / Staff
Development

Program / Project
Management

Culture Improvement

Coaching / Motivating

Government Regulation /
Policies

Talent Improvement

Employee Engagement

EDUCATION

Doctor of Business
Administration

Strategy and Innovation
Capella University
2023 Expected Completion

SPHR Certification
Senior Professional in Human
Resources

SHRM-SCP Certification
Society of Human Resource
Management - Senior Certified
Professional

SUMMARY

Creative and resourceful professional with over 15 years of designing solutions for complex problems to ensure organizations thrive. Stellar organizational and planning skills to manage multiple projects simultaneously and deliver within the timeframe and budget. Outstanding business acumen and communication abilities to build and maintain relationships with leadership and other stakeholders to create productive partnerships.

PROFESSIONAL EXPERIENCE

TALENT SOLUTIONS CONSULTANT 2015 - Present
OQuinSolutions, South Holland, IL.

Designed customized dynamic growth plans for teams of varying degrees of leadership. Through personal coaching and development over 2,000 participants have successfully completed the Myers-Briggs Type Indicator training. This training assisted organizations with communication strategies to produce higher functioning workgroups. Through strategic collaboration with client leadership teams unique and fully customized training and development programs have been established to address specific goals and reignite passion within employee engagement.

- Fully customized training and development plans tailored to meet and exceed client expectations.
- Guided participants through on-site learning programs as well as impactful multi-day off-site retreats.
- Generated ideas to enhance storytelling and increase employee engagement within organizations.

SENIOR MANAGER OF PARTNER CAPACITY BUILDING 2021 - 2022
Greater Chicago Food Depository, Chicago, IL.

Developed strategic realignment of over 700 emergency food access partners to create capacity building infrastructure across the network. Realignment of the network consisted of understanding key data points to inform the decisions for the organization. Once the metrics were identified and strategy was set for identification of champion growth partners then the Compliance team was reconfigured and transformed from compliance to relationship building with a focus on partner development and coaching.

- Implemented a change strategy for the compliance team members.
- Developed an online and on-demand training library for the partner organizations to access training when needed.
- Organized Hunger Action Month activities to bring elected officials, community advocates and Faith-Based leaders together for collaboration.

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AWARDS

**MOST INNOVATIVE
TOWNSHIP PROGRAM**
Township Officials of Illinois
2019

**MOST INNOVATIVE
TOWNSHIP PROGRAM**
Township Officials of Illinois
2018

**ECONOMIC DEVELOPMENT
LEADERS OF THE YEAR**
South Suburban Small
Business Association
2015

**MAYOR'S FAMILY
LEADERSHIP AWARD**
Village of South Holland
2012

**EXCELLENCE IN
SERVICE**
Village of South Holland
2010

BOARDS

BOARD CHAIR
Alliance to End Homelessness
in Suburban Cook County
2017 - Present

VICE CHAIR
University of Chicago/Ingalls
Hospital Community Advisory
Committee
2019 - Present

MEMBER
Chicago SHRM, DEI
Committee
2020 - Present

PROFESSIONAL EXPERIENCE *continued*

MANAGER OF GENERAL ASSISTANCE 2014 - 2021
Thornton Township, South Holland, IL.

Fiscal director of the General Assistance Department and overseer of the distribution of food in the community with an annual budget over \$7MM with a 30-member staff and 300 volunteers to serve more than 300 seniors per week and 4,000 families monthly. Develop budgets and coordinate schedules for delivery. Delivered presentations to the Board of Trustees and Township employees. Design programs and partnership for job training and GED preparation classes.

- Established onboarding experience for volunteers and staff to fully engage and integrate individuals into the operational environment.
- Launched a job training project to connect residents to resources and training to move up and out of poverty; saved \$2 million.
- Built robust channels for on-going center support and services; increased revenue \$120K annually.

EXECUTIVE DIRECTOR 2013 - 2014
Cross Church, Cleveland, TX.

Led the operations and spiritual growth for a congregation of 250 members with \$300K annual contributions. Cross-trained leadership and personnel to have a more significant impact on the community. Launched a new church brand digitally and in print to create community engagement. Encouraged the involvement of younger demographics.

- Orchestrated the successful merging of three racially separated struggling congregations into one thriving multi-cultural worship center.
- Reimagined and revitalized an aging congregation into an impactful source of community engagement.

PUBLIC MEDIA COORDINATOR 2009 - 2013
Village of South Holland, South Holland, IL.

Collaborated with local leadership in promoting Village events to the community through creative video productions and public safety announcements. Managed the in-house Public Access Studio.

- Partnered with web developers to boost the Village online presence and create the states' first municipality mobile app for residents and business to access local programming and announce new initiatives.
- Launched the Village's first sports talk show at a local business, resulting in the struggling business gaining a new customer base.
- Enhanced film studio equipment, providing for off-site filming opportunities throughout the community.

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PROFESSIONAL EXPERIENCE *continued*

EXECUTIVE DIRECTOR 2006-2013
River Oaks Community Church, South Holland, IL

Drove the church agenda and mission for congregational growth and development through weekly services to a multi-culture audience. Mentored leadership for increased responsibility. Converted video footage into a format viewable on the local public access channel and for internet live viewing.

- Delivered engaging messages to transform all ages, races, and economic classes to inspire lasting spiritual growth and draw new attendees.
- Revitalized a dying church into a lively growing church; more than doubled the membership and weekly attendance.
- Introduced new community outreach programs for Christmas Gift Giveaways, Helicopter Egg Drops and Fall Festivals for the children; drew thousands of local citizens.
- Established an interactive website with embedded flash and video to create more engagement.

Certifications & Licenses

Society of Human Resource Management - Senior Certified Professional (SHRM-SCP)

Senior Professional in Human Resources (SPHR)

Getting Talent Back to Work Certification - SHRM

Diversity, Equity, and Inclusion in the Workplace Certification - USF

Certified Myers-Briggs Practitioner

Certified Appreciation at Work Facilitator

Certificate of Ordination - Assemblies of God

Certificate of Ordination - Church of God In Christ (COGIC)