

Carla Michelle Worrell

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CORE KNOWLEDGE AND SKILLS

HR professional and organizational psychology graduate with experience in technology, research, healthcare, education, and retail sales industries. With a master's degree in organizational psychology, I've applied this knowledge to execute functions and improve processes in learning and development, survey creation and administration, needs analysis, onboarding, recruitment and selection, managing change, coaching, training, and group processes in both medium and large-sized companies.

By leveraging my education, professional background, and experience in HRIS, Asana, Microsoft Office, Qualtrics, SPSS, 4MAT, Articulate, Slack, Survey Monkey, and other software programs, I intend on executing functions within a company to maximize productivity, design solutions, and promote a first-rate employee experience.

EDUCATION

Doctor of Business Administration - Information & Data Science - Alliant International University	Expected 2023
Master of Arts in Organizational Psychology - Alliant International University	2019
Bachelor of Arts in Psychology - California State University, Dominguez Hills	2014

PROFESSIONAL EXPERIENCE

Human Resources Assistant - Autism Behavior Consultants, Torrance, CA

12/2018 - Current

- Facilitate an engaging onboarding experience through including introducing new employees to company culture, communicating expectations and benefits, and company policies & procedures
- Advertising job availability through online channels, interview, and select applicants, and make recommendations to increase hiring qualified applicants and reduce employee turnover
- Create new hire packets and official personnel folders for new employees
- Utilize HRIS, Excel, and Word to store and track onboarding process, HR analytics, benefits, licensing, attendance, and disciplinary actions
- Offer support to employees by resolving technical problems with web and mobile applications
- Partner with the HR manager in conducting exit interviews, handling terminations, processing EDD, and aiding employees with FMLA/CFRA requests

Learning Coordinator - Clutter Inc., Culver City, CA

08/2018 - 09/2018

- Planned and maintained Clutter's learning schedule to allow for availability of both facilities and trainers, as well as ease of participation by the target audience
- Evaluated the effectiveness and efficiency of learning solutions
- Maintained accurate, including attendance, completion and evaluation metrics in designated systems
- Marketed available training to employees and provide necessary information about sessions
- Efficiently coordinated learning events in three off-site locations, including all logistical details
- Used known education principles and stay up to date on new training methods and techniques

Graduate Consultation Project - L.A. Based Fashion Magazine

09/2017 - 12/2017

- Worked with the leaders to facilitate a team intervention
- Evaluated communication and identified areas of improvement
- Interviewed clients to understand the needs of the magazine
- Outlined recommendations to improve communication

Graduate Consultation Project - Public Library in L.A. County

02/2017 - 05/2017

- Worked with a small team in designing a training solution to address a need for training in technology
- Conducted a need analysis and a KSA gap analysis to assess library needs within their technology program

- Created an instructional design to maximize the acquisition of knowledge and increase behavioral change
- Described learning objectives and developed ways to evaluate learning

Behavior Interventionist - PVP Unified School District, Palos Verdes Estates, CA

11/2015 - 10/2017

- Monitored services to promote the successful flow of clients to lower levels of care and support
- Oversaw and ensured the accurate and timely submission of behavioral charts
- Employed techniques in an overall positive behavioral support system

Behavior Therapist - ACES, Irvine, CA

04/2015 - 02/2016

- Instructed clients using a variety of techniques such as role-playing, multi-sensory learning, behavior modeling, and repetition to reinforce learning and to meet clients' varying needs and interests
- Planned and guided activities for a balanced program of instruction, imitation, matching, and other behavioral techniques
- Showed creativity in managing situations by offering solutions that are adaptable and immediate
- Employed special educational strategies and techniques during instruction to improve the development of sensory, language, cognition, and memory

Sales Associate - Loft, Manhattan Beach, CA

12/2014 - 04/2015

- Completed opening/closing procedures and tasks directed by Leadership Team with a client focus
- Performed register transactions quickly and efficiently
- Participated and assisted in preparation for the stores' inventory

Direct Support Professional, Project SEARCH - PathPoint, Long Beach, CA

12/2010 - 08/2012

- Coached a team of students with disabilities at an internship site by training in clerical skills, leading discussions on interpersonal skills, and providing feedback to increase productivity in the workplace
- Conducted a task analysis to determine job components and KSA's needed for internship positions
- Developed standard time values by observing tasks and completing time studies
- Provided job retention service by targeting behavior and problematic work conditions

Sales Associate - Cost Plus World Market, Torrance, CA

07/2010 - 01/2011

- Maintained selling floor presentation, and restocked items as needed
- Performed sales support functions related to POS procedures
- Handled returns and notified the manager of customer complaints

Sales Associate - The Expedition Shoppe, Ottawa ON CDN

10/2008 - 05/2009

- Answered telephone and provided information on product availability
- Balanced end of day paperwork including cash, credit card, and check
- Communicated current product features and benefits to customers

Senior Community Support Companion - IABA, L.A., CA

(Current Title - Lead Community Support Companion)

08/2006 - 08/2008

- Coordinated visits with direct support staff to monitor data collection, make recommendations, and offer overall clinical support in all settings where treatment was provided
- Provided hands-on training and supervision to direct support staff
- Worked cooperatively with outside stakeholders including case managers and service providers
- Developed client interventions, interpreted behavioral assessments, and produced progress reports to meet the requirements and submission timelines of regulatory agencies and funding sources
- Attended management meetings and facilitated monthly staff meetings
- Conducted performance reviews and handled grievances by care providers and clients
- Facilitated staff meetings to discuss changes in policy, patient satisfaction, and to present updates on treatment plans