

MICHAEL F.K. PHELAN

4971 CEDAR OAK WAY SARASOTA FL 34233

(941) 400-4048 PHELANMIKE@YAHOO.COM

OVERVIEW

A creative, energetic, innovative professional with executive-level experience. More than 21 years of experience in creating, managing, and improving programs in corporate environments. Corporate experience is augmented by service in the U.S. Army and not-for-profit organizations (YMCA).

EDUCATION

U.S. Military Academy West Point, NY
Bachelor of Science

KEY COMPETENCIES

- Executive-Level Leadership Skills
- Program Design and Execution
- Project Management
- Quality Improvement and Control
- Superior Written, Verbal, and Graphic Communication Skills

PROFESSIONAL EXPERIENCE

12/2006 - present **Sarasota Family YMCA** **Sarasota FL**
CERTIFIED PERSONAL TRAINER & FITNESS INSTRUCTOR

Conducted 1900+ personal training sessions. Certified as a Personal Fitness Trainer and Group Exercise Instructor by the Aerobics and Fitness Association of America (AFAA).

11/1998 - 4/2006 **AlliedBarton Security Services** **King of Prussia PA**
VICE PRESIDENT, TRAINING

Directed the creation of AlliedBarton's industry-leading training curriculum for 38,000+ employees. Developed and executed rollout plans for dozens of classroom, book-based, and computer-based training programs. Instituted company-wide Training standards, policies, and procedures. Developed and implemented company-wide Training Reports accessible to all management. Created and managed the AlliedBarton Training Community, consisting of the corporate Training Department and 50+ field Trainers. Responsible for annual budgets of > \$1 MM. Earned placement in TRAINING Magazine's "Top 100 Training Companies" for 2006.

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1/1991 - 11/1998 **GE Capital Modular Space** **Devon PA**

DIRECTOR OF TRAINING (GE Capital Modular Space & Transport International Pool)

TRAINING MANAGER (GE Capital Modular Space)

Supervised the creation and conduct of training courses for 500+ employees. Established and managed the corporate Training Department. Developed and conducted nationwide training for new computer systems. Designed and executed multiple levels of training programs for sales, service, and management skills. Interfaced with all levels of employees throughout the U.S. Outsourced training programs to consultants when necessary. Taught GE "Six Sigma" quality-improvement training courses. Earned "Masters Club" recognition in 1993, 1994, and 1997, along with GE Capital "Pinnacle Club" recognition in 1993.

1/1989 - 12/1990 **American Express / Physicians Services Div.**
Bala Cynwyd PA

TRAINING MANAGER

OUTPUT SERVICES MANAGER

Created the Training Department for a 200-personal billing company. Developed and conducted 6-part training program for major new computer application, and created user documentation. Reduced the turnaround time for printing, screening, and mailing of invoices by 70%. Established an inventory system for patient records which resulted in a 90% improvement in quality control and accountability.

4/1985 - 12/1988 **Corning Inc.** **Corning NY**

TRAINING COORDINATOR

SHIFT SUPERVISOR

Created the Training Department for the 180-person Forming Department at the Erwin Ceramics plant. Oversaw the development and conduct of training programs for 4 major job categories. Taught Corning Total Quality courses. Supervised a production shift which created 20+ varieties of ceramic substrates for use in automotive catalytic converters.

5/1980 - 4/1985 **Officer, U.S. Army Corps of Engineers**

PLATOON LEADER/COMPANY EXECUTIVE OFFICER/BATTALION PERSONNEL

OFFICER/COURSEWARE AUTHOR/PROJECT MANAGER

Final rank: Captain

Created a "Master Fitness Training" manual for the U.S. Army Engineer School (1985). Created eleven early computer-based training lessons to be used at the U.S. Army Engineer Officer Advanced Course (1984). Oversaw and coordinated deployments to the U.S. Army National Training Center at Ft. Irwin CA (1982) and Germany (1983).