**Margaret Charles**

[Majesty1996@yahoo.com](mailto:Majesty1996@yahoo.com)

**CAREER OBJECTIVE**

Results-oriented professional with 6+ years of experience and a proven knowledge of curriculum development, course design, and classroom management. Aiming to leverage skills to successfully fill the role as Curriculum Developer at an industry offering long-term employment.

**AREAS OF EXPERTISE**

Microsoft Office Professional, Adobe, Blackboard, Google For Education LMS, Windows, Training & Development, Curriculum Design, Curriculum Development, Instructional Design, Instructor, Multimedia, Public Speaking, Educational Psychology, Project Management, Account Management, Budgeting, Customer Service, and Trainer.

**PROFESSIONAL EXPERIENCE**

**Education Consultant/Instructor**; California Virtual Aug-15- present

Visalia, CA

* Organize various committees, workshops, and conferences to promote social and intellectual welfare of the students.
* Undertake proper research and provide recommendations on curriculum and materials for school systems.
* Manage teacher-training programs that address the new classroom procedures and teaching strategies.
* Carry out tests to measure the effectiveness of the curriculum and ensure that the program objectives are being met.
* Develop instructional materials that are to be used by instructors and educators.

**Human Resource Sergeant**; United States Army Mar-00 – Jun-15

Fort Stewart, GA

* Provided ongoing professional development presentations, training and motivation to soldiers and staff.
* Prepared and monitored requests for awards and promotions. Arranged and conducted promotion ceremonies, to include reconsideration for promotions.
* Provided community information and safety classes to soldiers, civilians, and staff on a quarterly based system.
* Monitored and slotted line of duty roles for personnel accounting and strength management using military personnel (MILPER) database to include temporary duty and travel, personnel processing, personnel Security Clearances, training and reassignment, retention, and special pay.
* Evaluated personnel qualifications for special assignment. Prepared and processed requests for transfer or reassignment, and transition processing, meal cards, training Soldier support files, and unit administration to include identification cards, tags, and leave and passes.
* Prepared and maintained officer and enlisted personnel records. Prepared and reviewed personnel financial and legal documents. Monitored suspense actions.

**Center Director**; Jenny Craig, WLC Sept-92 – Mar-00

Lancaster, CA

* Facilitated and fostered ongoing interaction with the general public, such as local business vendors, community groups, and agencies.
* Trained and groomed center leadership to realize the relationship between revenue and service goals and cultivate relationships with customers through use of service standards including effective resolution of complaints.
* Instructed, coordinated and implemented weekly/quarterly trainings to center leadership via local and regional focus meetings.
* Monitored results through various systems (i.e., controlling payroll expenses and reports to evaluate and make decisions based on key performance indicators, customer service reports, center performance report cards, etc.).
* Coach and develop staff to meet the needs of the market and evaluate skill and talent to match positions with appropriate employees.
* Create and support a positive, professional, team-oriented, harassment-free work environment by understanding and complying with the Company’s policies by demonstrating the Company’s values.

**Education**

Masters in Distance Education UMUC, Adelphi, MD

BS in Social Sciences/Psychology UMUC, Adelphi, MD

**Certifications**

CSET and TESOL

Equal Opportunity Leader, USAG Benelux, BE DEERS/RAPIDS Security Site Manager, Fort Knox, KY

Passport Agent, Frankfurt, GE

Postal Supervisor, Fort Jackson, SC

**Military Professional Development**

Warrior Leader Course (2007); Advanced Leader Course (2013)

**References Available Upon Request:**