

## Dorian J. Carr

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### CAREER SUMMARY:

Highly accomplished manager, with a reputation for achieving profitability, productivity, and customer satisfaction using innovative leadership skills and more than 20-years of experience in Human Resources Management, Operations Management and Veterans Claims Representation.

### Areas of Expertise

Veterans Claims Representative, Human Resource Management, Recruiting, Quality Assurance, Contract Management, Training & Development, Environmental Compliance, Conflict Resolution

### PROFFESIONAL EXPERIENCE

#### 2013 - Present                      Senior Veterans Claims Representative                      San Francisco, Ca

- Currently serving as a senior veterans claims representative in San Francisco, Ca Veterans Service Office
- Coordinates with city agencies assisting with benefits and housing for San Francisco homeless population
- Member of National Association of County Veteran Service Officers, California Dept of Veterans Affairs
- Possess multiple accreditations with CDVA and American Legion, VFW, MOPH
- Counsels veterans and their dependents on complex Veterans Federal and State benefits
- Advises veterans on available benefits, programs and eligibility requirements and assists with appeals
- Effective Veteran Services Case Manager, managing over 300 veteran claims per month
- Conducts interviews determining eligibility for Pension Programs and Survivor Benefits

#### 2008 – 2013                      Office Manager Veteran Service Representative                      Martinez, Ca

- Currently serving as Branch Office Manager for the Richmond, Ca veterans service office
- 5 years of experience as a Veteran Service Representative serving Contra Costa County
- Member of the National Association of County Veteran Service Officers
- Possess dual state accreditations with CDVA and American Legion
- Counsels veterans and their dependents on complex Federal and State benefits
- Advises veterans on available benefits, programs and eligibility requirements and assists with appeals
- Effective Veteran Services Case Manager, managing over 300 veteran claims per month
- Conducts interviews determining eligibility for Pension Programs and Survivor Benefits
- Coordinates with various governmental agencies for Veteran Outreach Programs
- Proficiently interprets and apply the complex rules and laws in 38 CFR and Veterans Regulations

#### (2002 - 2008)                      Human Resource Manager/ Recruiter                      Sacramento, Ca

- Performed services as the Recruiting Service Employment Operations Area Chief for the Air Force's second largest recruiting squadron and entrusted to ensure under-represented minority recruitment production goals align with and job skill placement, and affirmative employment program.
- Identified candidates for open positions - source, recruit, interview, reference, pre-qualify and test.
- Performed personnel needs assessments on difficult to fill Air Force Specialty jobs.
- Assisted in the planning of solutions by advising senior level management on availability of skill requirements and utilizing previously overlooked sources of qualified diverse candidates.
- Sought out new business opportunities to grow the area/market ,conducted cold calls and visited client sites
- Worked with Air Force RISS/ HRIS to log and track applicants through recruiting/hiring process
- Worked one-on-one with candidates screening resumes for minimum qualifications and job placement
- Proactively develop and maintain effective working relationships with hiring managers, colleagues, clients, candidates/applicants, administrative staff and others.
- Collaborate with essential school administrators and staff to provide on site recruitment opportunities.
- Placed Exempt and Non Exempt candidates in matched skill set
- Monitors and maintains integrity of assigned requisitions on applicant tracking system to ensure accurate reporting of data and metrics.

(1997-2002)

Quality Assurance Manager

Travis AFB, CA

- Manage Transient Alert and Corrosion Control contract valued at \$6.8 M.
- Monitor and examined contract services in accordance with federal and state regulations.
- Performed Air Worthiness inspections on MD-80, L-1011, 747 and other commercial aircraft contracted for DOD use providing oversight and safety recommendations
- Provided overall technical and managerial oversight to assigned Functional Area Chief
- Maintained productive customer dialogue resulting in Best Maintenance Organization award 2000-2001
- Developed and maintained reliability maintenance tracking database program and processes for 250 units
- Evaluated equipment past performance, implemented training; 50% reduction in operator incidents
- Budget analysis expert; managed multi-million dollar budget (controlled resources & tracked expenditures)
- Supervised twelve Quality Assurance Evaluators, and provided guidance for 140 contractors.
- Perform technical evaluations to determine equipment condition for use by staff
- Enforced standard safety protocols and productive work environment; encouraged safety first.

(1994- 1997)

Environmental Management

Travis AFB, CA

- Managed the Asbestos and Lead based paint program for Travis Air Force Base.
- Inspected over 300 facilities ensuring all lead-based paint/asbestos was removed from construction sites, enforcing contract specifications and environmental regulations.
- Provided professional knowledge of hazardous waste management, abatement and environmental analysis with respect to air quality impacts.
- Served as contact with the regional office of the Environmental Protection Agency (EPA) and Bay Area Air Quality Management District (BAAQMD) on air quality issues and permits with regard to major demolition and construction contracts on Travis AFB.
- Provided technical reviews of environmental documents involving plans, programs, and project designs and provided feedback with regard to Federal, State and local laws.
- Develop and maintained MS Office database program to track building inspections and history of hazardous waste abatement and integrated it with Geographical Information System (GIS) as an environmental layer.
- Negotiated the no cost transportation and ownership of several electric vehicles to be used by base personnel for short trips reducing smog complying with Clean Air Act initiatives.

## EDUCATION

- **Bachelor of Science Degree in Work Education and Training Development**  
Southern Illinois University, Carbondale, IL, Coordinating Externship for completion
- **Associate of Applied Science Degree in Human Resource Management**  
Community College of the Air Force, Travis AFB, CA
- **Associate of Applied Science Degree in Aircraft Maintenance Technologies**  
Community College of the Air Force, Travis AFB, CA
- **Non Commission Officer Leadership Academy**  
Eight Week in residence Leadership and Management Course

## MANAGEMENT/TRAINING

Professional Selling Skills, Marketing Initiatives, USAF Leadership School, Supervisor Safety Training, Occupational Risk Management, Effective Management Techniques, Public Speaking/Speech, Quality Management, Situational Leadership, Conflict Resolution, Research & Development, Hazardous Materials & Safety Training, Kronos Timekeeping Software, International Hazardous Shipping Declaration Course, OSHA Safety Standards & Procedures, Microsoft Office Access Certification, Conflict Resolution, Elected Worshipful Master of the California Prince Hall Masonic Lodge, Appointed Position as Grand Lodge Officer of California Prince Hall GRAND LODGE

## AWARDS & DECORATIONS

Three Air Force Commendation Medals, Air Force Achievement Medal, Outstanding Unit Award, Good Conduct Medal, National Defense Ribbon, National Defense