

Audrey J Snyder
189 Colonial Village Drive
Pittsburgh, PA 15235
412-795-6795
audreysnyder33@hotmail.com
www.audreyjsnyder.com

EXECUTIVE SUMMARY

- Published Author – Memoir – “Worth the Climb”
- Adjunct Professor,
- Independent Consultant trained in Diversity
- Goal-directed professional employing more than 20 years of progressive accomplishments in the customer service industry
- Self-directed, confident initiator with the ability to motivate union and nonunion employees to achieve/exceed department goal

WORK EXPERIENCE

DeVry University

2011 – Present

Pittsburgh, PA 15230

Adjunct Professor

- Teach the following courses:
Public Speaking, Critical Thinking, Career Development, Professional Writing, Fundamentals of Human Resource Management, Foundations of English

Port Authority of Allegheny County

Pittsburgh, PA

Director, Customer and Community Relations

1999 – 2011

- Planned, developed and established policies and objectives of customer service in accordance with objectives of organization
- Developed organizational customer service policies and programs to promote customer relations.
- Directed the activities and actions of subordinates to ensure customer service issues are handled correctly.
- Prepared department’s annual budget; including payroll supervising programs within budgetary scope.
- Directed employees through subordinate levels of management, engaged in receiving calls and inquiries, investigating, evaluating and settling complaints and claims of customers.
- Oversaw investigation of complaints, analyzing reports of findings and recommended response to complaints,
- Developed and maintained an effective Customer Service department through proper selection, training and assignment of staff.
- Monitored Customer Service information processes to ensure quality of service.
- Provided statistical data and reports to management, measurements of operating performance and recommended procedures to improve performance.

Carlow University
Pittsburgh, PA

Jan.2000-Dec.2000

Adjunct Faculty

Taught the following courses:

- Public Speaking
- Training and Development – Implementation and Delivery
- Trainer Preparedness – Effective Delivery Strategies

Mellon Bank
Pittsburgh PA

2003-2007

Independent Consultant

Delivered Web Ex Training for the following courses:

- | | |
|-------------------------------------|------------------------|
| Managing Diversity in the Workplace | Situational Leadership |
| Leadership Basics | Delegation Basics |
| Working with Challenging People | Coaching |

AT&T Wireless
Pittsburgh, PA

1998-1999

Transition and Development Supervisor and Customer Service Supervisor

- Supervised customer service representatives including training/scheduling staff.
- Developed and enforced policies, procedures and performance standards streamlining procedures to improve performance
- Monitored information processes and provided feedback to employees to ensure compliance with quality standards.
- Developed and implemented employee evaluation and performance Improvement plans for progressive discipline and performance management.

PNC Bank,
Pittsburgh, PA

1994-1998

Sr. Training Design Specialist Instructional Designer

- Researched, developed and taught the following training courses.
 - Performance Improvement Plans with Disciplinary Guidelines
 - Peer Mentoring Training Programs
 - Training Programs for New Customer Service Supervisors
 - New Hire Training Programs for Customer Service
- Evaluated the effectiveness of all training for maximum impact on skill transfer for behavior change and return on investment

EDUCATION:

MS Professional Leadership (Training and Development) Carlow University, Pittsburgh, PA
BA Business Communications – Carlow University, Pittsburgh PA
Leadership Pittsburgh Graduate – 2002