

John R. Moser
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SUMMARY OF QUALIFICATIONS

Human Resources/T&D professional experienced in the design, implementation and administration of innovative Human Resource and training programs developed to improve performance and/or reduce costs. Participative, results-driven manager accustomed to single and multi-unit organizations in start-up, transitioning, and growth business environments. Experienced in both centralized and decentralized structures.

CORPORATE POSITIONS

The Ohio State University, Columbus, OH (2007-present)

One of the leading educational institutions in the United States with on campus enrollment of 50,000+ students.

***Associate DACUM/SCID Program Manager.** Currently serving as a colleague to Dr. Bob Norton responsible for marketing and conducting DACUM (Developing a Curriculum) and SCID (Systematic Curriculum and Instructional Development) training throughout the U.S. and internationally.*

- *Conducted DACUM and SCID classes at least quarterly on the OSU campus.*
- *Developed multiple new marketing approaches for DACUM and SCID programs.*
- *Conducted task analysis workshops to analyze the significant tasks identified through DACUM process.*
- *Worked with clients on specialized needs/adaptations for the DACUM and SCID programs.*
- *See additional DACUM/SCID work performed as a consultant to Ohio State (below).*

Moser & Associates, Columbus, OH (2001-present)

A Human Resources consulting firm serving organizations locally and throughout the United States.

***President.** Currently serving several clients in the Columbus area, including the T. Marzetti Co., The Ohio State University, National Church Residences, The Leslie Group, FirstLink, MeadWestvaco (now Glatfelter), and Team Management, Inc.*

- *Provided training to new facilitators in the DACUM process for The Ohio State University by conducting over 25 DACUM Institutes in Columbus and at clients' locations.*
- *Conducted over 25 DACUM sessions for the Pennsylvania Department of Transportation (PennDOT) to define position requirements for jobs in construction and design divisions.*
- *Conducted over 200 DACUM sessions for The Ohio State University's business, community college, government and international clients since 2000.*
- *Wrote over 100 learning guides using the SCID model for The Ohio State University's customers such as the Recreational Vehicle Dealer's Association and Marathon/Ashland Petroleum Co.*
- *Wrote over 50 training modules for the structured on-the-job (S-OJT) training method.*
- *Provided technical support to T. Marzetti plant locations in the implementation of Kronos® timekeeping method.*

Micro Center (dba Micro Electronics, Inc.), Hilliard, OH (1995 – 2001)

A billion-dollar plus (privately held) national computer retailer with nine operating divisions and 2500 employees.

Retail Human Resources Manager. Reporting to the Vice President of Stores, implemented new programs/initiatives to improve division operating performance, reduce costs, and improve efficiency.

- Directly recruited seven GM's throughout the US for new stores by sourcing and cold-calling in the local market. All seven are still with the company.
- Managed hiring site activities for the last five new store openings, resulting in more cost-effective recruiting and staffing which reduced new store opening costs by over 50%.
- Facilitated over 50 DACUM job analysis meetings for all retail and business sales positions, resulting in updated job descriptions, job-specific performance appraisals, and a competency-based training curriculum.

Speedway (dba Emro Marketing Co.), Springfield, OH (1989 – 1995)

A four billion dollar gasoline/convenience store marketer with 1700 stores in 15 states and 13,000 employees. A subsidiary of Marathon Oil Company and USX Corporation. Held several positions of progressive responsibility, including:

Manager, Development. Managed the design and implementation of all corporate training programs at Starvin Marvin University and the individual 6-8 month training programs of over 30 District Manager Trainees.

- Facilitated six different classroom training programs (average of four days each) which trained over 700 line managers in one year and reduced turnover by 12% and improved operating performance.

Human Resources Manager. (Bosart Co.) Reporting to the President, managed the design, implementation and administration of all Human Resources programs at this logistics/distribution facility (a subsidiary of Emro Marketing Co. until it was sold to Eby-Brown in December, 1993).

- Implemented numerous proactive employee relations programs to maintain non-union status, improve teamwork/communications, encourage employee involvement, and reward desired performance (attendance, productivity, safety, etc.).

Human Resources Manager-Eastern Division. Reporting to the Division President, managed the implementation and administration of all corporate and division HR programs/policies for 450 stores (8 regions and 62 districts) and 3500 employees in Ohio.

- Implemented all corporate HR programs and policies (salary administration, worker's compensation, benefits, staffing, training and development, etc.) through a staff of three exempt HR professionals and one clerical, resulting in more efficient HR support on a decentralized basis.
- Recruited, hired, and mentored over 50 exempt/professional managers as multi-unit supervisors using Individual Training Programs (ITPs), resulting in a continuous flow of qualified managers to fill open positions.

ChemLawn Services Corporation, Columbus, OH (1976 – 1989)

A leading national service provider of five business lines through a network of 200 company locations, 50 franchises and 10,000 employees (currently Trugreen/ChemLawn and formerly owned by Ecolab, Inc.). Held several positions of increasing responsibility, including:

Corporate Employee Relations Manager. Provided corporate employee relations direction and support to field operations company-wide.

Zone Employee Relations Manager. *Provided proactive identification of HR issues/needs to 40+ locations and 2000 employees: full-time, part-time, seasonal, technical, clerical and management. Implemented the appropriate corrective strategies and corporate HR programs. Pioneered the decentralization of HR at ChemLawn by being the first person to serve in the position.*

Director, Training and Development. *Managed the design, development and implementation of all company training and management development programs.*

EDUCATION

Bachelor of Science Degree—The Ohio State University, Columbus, OH

PROFESSIONAL CERTIFICATIONS AND ASSOCIATIONS

Certified DACUM Facilitator

Certified Systematic Curriculum and Instructional Development (SCID) Facilitator

Member, Society of Human Resource Professionals (SHRM)