**ROBERT C LEWIS**

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## OPWDD / ACCESS-VR / TRAINING / SKILLS DEVELOPMENT

**LEADERSHIP SUMMARY**

### ♦Patience ♦ Empathy ♦ Compassion ♦ Communication ♦ Relationship Building

* Strong leadership abilities with outstanding communication skills with the natural ability to influence and establish internal/external customer relationships in a highly diversified environment.
* Resourceful solutions provider using quantitative and qualitative data to define requirements, analyze data, and develop / implement courses of action to improve overall well-being.
* Proven organizational skills to simultaneously and effectively prioritize and manage cases, while working autonomously and in a team-based setting.
* Critical evaluator with the exceptional ability to identify patterns and trends to determine short- and long-term goals related sustaining and maintaining healthy relationships with work life balance.

AREAS OF PROFICIENCY

* OPWDD
* Acces-VR
* SCIP-R / FA / CPR
* THERAP / Documentation
* Life Skills / Mentoring
* Coaching / Behavior Mgmt
* Advocacy Skills
* Training / Presentation Skills
* Problem Solving Skills

 PROFESSIONAL EXPERIENCE

OLV HUMAN SERVICES 8/22 – Present

*Social Services Organization*

**Employment Services Program Coordinator -** Buffalo, NY

* Manage the Employment Services Program funded by the Erie County Department of Social Services, including the associated budget and costs.
* Provide support to individuals with barriers to employment and educational goals through the development of work readiness, social skills, and self-advocacy in a person-centered environment.
* Work as a Direct Support Professional for Acces-VR and OPWDD participants on and off employment sites to improve their hard and soft skills for job acquisitions, retention and advancement.
* Develop and maintain relationships with clients, families, company supports, and community employers.

CANTALICIAN CENTER FOR LEARNING - DIVERSIFIED LABOR SOLUTION 12/18 – 10/21

*Non-Profit Services for adults with disabilities and Employment for Refugee Community*

**Associate Director of Employment / Manufacturing Services**

**Services -** Buffalo, NY

* Managed the Pre-Vocational and Supported Employment Services operations to meet the service objectives for Acces-VR and Office of People with Developmental Disabilities.
* Created and maintained relationships with community worksites throughout the Erie County for the purpose of pre-vocational work experience and SEMP paid employment.
* Create weekly, monthly and quarterly tracking reports to monitor productivity, cost and revenue and internal and external service metrics.
* Responsible for management, assignment, training, evaluation of assigned staff including Vocational Specialists, Job Coaches, Lead Laborers, and Supervisors,

HARPERCOLLINS PUBLISHERS 05/15 – 06/18

*Harlequin and 3PL Print Media Manufacturing*

**Training and Project Manager -** Depew, NY

* Create processes and designed reports by capturing data for all departments that led to improvement in safety, quality, on time deliveries, and production improvements with sustainable cost savings.
* Develop, plan, train and implement process improvements for new customers, equipment and system options utilizing Six Sigma, Lean, and 5s+1 methodologies.

THERMO FISHER SCIENTIFIC 07/11 – 05/15

*Industry Leading Bio-Technology Company.*

**Department Training Manager -** Grand Island, NY

* Write, execute, and implement SOP’s and work instructions that follow cGMP, FDA Regulations, and corporate guidelines that sustain and improve processes.
* Utilize Trackwise Quality Management System for Problem Notifications, Corrective and Preventative Actions, Planned and Unplanned deviations, and effectiveness checks to meet FDA Regulations.

THE WASHINGTON POST COMPANY 03/08 –07/11

**Superintendent -** Springfield, VA

*Top five U.S. flagship newspaper published and distributed in the Washington, DC area.*

* Created and delivered a new supervisor training program that rotated supervisors through six departments for their professional growth, development, and collaborative relationships.
* Led instruction for Safety, Compliance and Production processes for a 400-person Production Department.

###### BRINKS US 01/07 – 03/08

**District Manager -** Washington, DC

*Global leader in business and security services serving banks, retailers, governments, mints.*

* Created an implemented safety and process re-engineering training using Kaizen, Lean Manufacturing, and Six Sigma tools that developed a diverse and comprehensive operating team of 300 business partners from multiple sites that included Maryland, Virginia, and the District of Columbia into high performance teams.

###### UNITED PARCEL SERVICE 10/85 – 01/07

*Global leader in transportation and supply chain solutions*

###### Corporate Industrial Engineering Manager - Atlanta, GA, Louisville KY, Buffalo NY

* Developed engineering-based program to train and educate the company’s Engineering Managers that included pre & post course work, web-based & e-learning instruction, breakout & 1 x 1 sessions.
* Led company-wide work balancing, measurement and benchmarking plans that resulted in labor and equipment efficiencies that maximized supply chain and delivery networks in North America.

EDUCATION AND TRAININGS

**Discovery: Assessment and Planning -** Eleversity Innovations Buffalo, NY

**Employment Training Program –** Eleversity Innovations Buffalo NY

**CPR / AED / First Aid -** OLVHS Buffalo NY

**Recovery Coaching Training and Ethics -** Recovery Coach University Rochester, NY **Executive Focus Coaching** – DDI International Dallas, TX

**Strategies for Crisis Intervention and Prevention** – NYS OPWDD NYS Buffalo, NY

**BACHELOR OF SCIENCE INDUSTRIAL ENGINEERING** – SUNY College at Buffalo

**Robert is qualified and able to supervise staff providing the following services and is able to provide the following services as needed:**

**Pre-Employment Transition Services**

**121x**

**1008x**

**122x**

**1005x**

**963X**

**1001x**