

PATRICIA MCGEE

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PROFESSIONAL SUMMARY

Training professional and certified coach with over 20 years experience designing, developing, and delivering training programs that quickly enhance performance and establish a solid foundation for future professional development. Proven ability to drive results utilizing strong communication and relationship management skills along with a collaborative leadership style. Recognized for high degree of professionalism with a can-do attitude and a clear focus on achieving bottom line results. Comfortable and experienced working in a fast-paced and quickly changing environment.

KEY STRENGTHS

- Training Delivery
- Coaching & Mentoring
- Adult Learning Theories
- Experiential Learning
- Relationship Management
- Instructional Design & Development
- Large Group Facilitation
- Training Needs Assessment
- Performance Management

PROFESSIONAL EXPERIENCE

MCGEE COACHING

2010

Certified Coach and Trainer

Specializing in training for newly promoted supervisors and managers through Supervisory Basics [™] and New Manager Survival Kit [™], a 12 week developmental program to enhance performance and improve retention and results.

One-on-one and group coaching for:

- *Businesses with new managers*
- *Solo entrepreneurs*
- *Employee teamwork development*

PUBLIC STORAGE INC.

1998 - 2010

District Manager

Responsible for the management of up to 15 self storage facilities with 7,500 tenants generating annual sales of \$8.5 million for this leader in the self-storage industry.

Selected Accomplishments:

- *Successfully opened 14 new locations*
- *Hired and trained in excess of 150 staff for all positions*
- *Trained 14 new District Managers on overall business operations*
- *Responsible for territorial operations with a focus on occupancy, rentals, delinquency control, and retail sales*

HARVEY'S DIVISION, CARA OPERATIONS

1994 - 1998

Franchise Area Manager

Operations Consultant for 25 franchised outlets generating \$20 million CDN annually for this Canadian fast food hamburger chain with over 350 outlets throughout the country.

Selected Accomplishments:

- *Designed and delivered a training program based on an experiential learning model for opening new restaurants*
- *Experienced in opening new restaurants within 72 hours, training staff on all aspects of business operations*
- *Successfully opened 12 new outlets, designing and delivering training to over 400 employees for all positions*
- *Project leader for the development of a market wide test of home delivery including training, implementation and evaluation over a 12-month period*
- *Established operating procedures, manuals, site modifications, and trading areas for 130,000 homes*
- *Maintained operating standards, brand image and financial well-being of franchisees*

PATRICIA MCGEE, cont.

CANEX EUROPE, Canadian Forces Base Baden-Soellingen, Germany **1990 - 1993**
General Manager, Food Services

Responsible for managing the operations with full financial accountability for 5 outlets generating \$2.6 million in sales annually for this retail services company designed to meet the needs of the military community.

Selected Accomplishments:

- *Recipient of the Command Exchange Officer's Commendation for Outstanding Service in 1993*
- *Responsible for the operations, annual business plan including budgets, goals and objectives*

WOMEN IMMIGRANTS OF LONDON **1988 - 1990**
Project Manager/Skills Trainer/Community Placement Coordinator

Responsible for the management, development and delivery of customized training for disadvantaged immigrant women.

Selected Accomplishments:

- *Developed and taught a curriculum of life skills training that included customer service, job search techniques and strategies designed to enhance immigrant women's transition into Canada and improve their overall employability*
- *Established a community job placement network resulting in an 80% employment rate*

THE BAY FOOD SERVICES, London Ontario **1984 - 1988**
District Manager, Food Services

Responsible for managing a multi-unit territory of 4 restaurants grossing \$2.6 million in sales annually for The Bay Food Services, part of the Hudson's Bay Company.

Selected Accomplishments:

- *Trained and developed 10 promoted staff for management positions within the company utilizing performance management strategies along with a collaborative leadership approach*
- *Chaired a management committee that developed and implemented a comprehensive workplace Orientation & Training Manual with a self-directed learning model, utilized by 35 restaurants*
- *Promoted four times within a three year time period: Kitchen Manager, Cafeteria Manager, Restaurant Manager*

EDUCATION

Bachelor of Business Administration expected completion **2012**
Medaille College, Amherst NY

Coach Certification **2010**
Coach Training Alliance

Associates of Science in Business *Summa Cum Laude* **2010**
Medaille College, Amherst NY

Certificate in Adult Education **1994**
Francis Xavier University, through University of Western Ontario, London ON

PROFESSIONAL MEMBERSHIPS

American Society for Training and Development (ASTD) **2010**

COMPUTER SKILLS

Proficient in Microsoft Office Suite, PowerPoint, Excel, Word