**raoul clarke**

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# **QUALIFICATIONS:**

# Over 23 years of U.S. Army experience

# Safety Team Lead

# Facilitated Parenting Block of Instruction

* Power Equipment Trainer
* Individual and Group Instruction for young adults
* EMT-B/CPR Instructor
* Learning Management Systems
* Continuous Improvement Process Systems
* Pre-Hospital Trauma Support Instructor
* Downtown Development Authority Chair
* HOA Community Chair
* Economic Development Analyst Skills
* Proficient in Microsoft Office, Excel, and computer applications

# **WORK EXPERIENCE:**

**Commercial Realtor** | Coldwell Banker Commercial Metrobrokers | Feb 2022 to Present

* Since 1979 – stable, reputable, experienced
* Atlanta’s largest real estate firm
(28 locations, 2500 agents)
* A Full-Service Brokerage
* Over 100 “commercial only” professionals
* Covering every property type and class throughout Metro Atlanta and North Georgia
* Every area of commercial brokerage: sales, leasing, exchange, business sales
* Ranked within Top 15 worldwide since 2012

**Professional Services Supervisor** | Lowe’s | Apr 2018 – 2019

* Manage four Professional Sale Specialist and nine Customer Associates which drove sales for Lowe's largest regional pro customers.
* Responsible for building relationships with PRO contractors leveraging opportunities to deploy products and account management solutions, resulting in sales gains.
* Attend tradeshows, conduct jobsite/customer office visits and contractor town halls in an efforts to introduce more product categories, promotional pricing, key product solutions, and streamline processes.
* Conducted interviews for Building Material/Lumber Departments
* Forklift Operator Trainer as well as provided power equipment/safety training for other associates.
* Provided streamline process to the overnight restocking pertaining to top stock and accountability as Assembler & Receiver/CSAs (Loader, Front-End, and Sales Floor).
* Hazmat/Safety Protocol Trainer.
* Reduced shrinkage resulting in over $15,000 operational expenses.

**Field Care Management** | Humana | 2016 - 2018

* Lead field operations for care/case managers and engaged clients in a collaborative relationships which empowered the client to manage physical, environmental, and psycho-social health issues.
* Assisted clients with care in home after discharge from the hospital, provided assessments, evaluations, and implemented coordinative care to minimize re-hospitalization reducing returns to the emergency room.

**Career Operations Management** | AMEDD Professional Medical Command | 2010 - 2012

* Responsible for providing centralized credentialing for the more than 1500 Army Reserve medical professionals, ensuring needed assets are available for mobilization while positively impacting readiness, recruiting, and retention for the Army Reserve's Medical Community. Processed travel orders and vouchers for domestic and international travel. Coordinated hotel reservations for medical professionals and processed travel vouchers upon return from various travel locations.
* Accountable for the development and implementation of training strategies, plans and processes to support organizational goals.
* Improved needs assessment procedures, created an instructional design process with appropriate delivery methods and post training evaluations.
* Conducted training needs assessment and directed the Medical Health Professional Management Division consisting of 1500 senior medical personnel training function and schedule throughout the year.
* Directed key employee relations projects, have strategic organization impact and operated Regional Level Application Software (RLAS) to maintain current and accurate data; coordinated efforts to ensure full utilization of nationwide.
* Worked closely with management, ensured policies, programs, and activities were developed, implemented, communicated, and consistently administered in compliance with organizational objectives applicable to regulations.
* Supervised, lead, motivated, and conducted training for staff personnel; resolved and responded to training issues and questions from leaders and employees on application and interpretation of processes and policy.
* Organized medical files and coordinated medical, physical, and dental examinations for enrollment into Digital Management Training System (DTMS).
* Served duties as manager leader with knowledge of employee relations, practices, including dispute resolution and investigation experience; demonstrated leadership abilities, clear presentation and public speaking skills.

**Operations and Training Manager** | U.S Army| 2006-2010

Applied the principles of operation management that involve an understanding of people, processes and technology are combined within business systems to create value, safeguard goods, and services. Provide at the elbow support for clinical and support staff during software implementation. Document and resolve problems arising with training and/or software system. Assist staff with best-practice workflow tasks.

* Developed long-range forecasts and maintained long-range financial plans; drove initiatives in the management team and organized that contributed to operational excellence; supervised over 365 employees and accountable for $3 million in equipment.
* Directed overall financial management, planning, systems and management of organizational budget of $2 million in coordination with the Executive Director and Board in creating annual budget.
* Directed Medical Evaluation Board/Physical Evaluation Board programs, arranged process activities and evaluated an active duty member’s fitness for duty made by the Department of the Army Medical Board.
* Advised management of health care facilities, participated in establishing and implementing policies and procedures as the Operations and Training Manager.
* Applied principles, concepts, analytical methods and techniques to resolve problems in health care administration, medical logistics, education, and consulting.
* Planned, directed, managed, administered and participated in the functioning of health care facilities.
* Interpreted and ensured resources, (labor, equipment, materials and information), and operations were coordinated; utilized technology to improve productivity; built quality into medical commodities.
* Involved in monthly accounting closings and other accounting tasks, account for inventory reserve balances reconciled during the closing process.
* Managed and increased the effectiveness and efficiency of Support Services (Human Resources, Information Technology, and Finance), resulting in 95 percent efficiency rate.
* Organized 100 percent travel for personnel to appear before the medical board. Assisted medical staff on the regulatory procedural aspects of profile and disability process.
* Directed Medical Evaluation Board orientations to staff and personnel.

**ACHIEVEMENTS**

Recognition Award for Outstanding Leadership for Downtown Development Authority, Nov 2019

Recognition Award for writing a $25,000 grant from Lowe’s for Red Oak Elementary School Playground Renovation, Sept 2014

Arnold Fletcher Academic Award from Thomas Edison State College, Sept 2012

Brentwood Park Home Owners Association Star Award for Outstanding Community Service, JUN-2012

**EDUCATION**Doctorate in Philosophy of Health Services |**Walden University**-In Progress.

Masters of Science in Applied Science and Technology| **Thomas Edison State University** |

Trenton, New Jersey | 2014

Bachelors of Science degree, Applied Sciences and Technology, Minor in Health Services Technology| **Thomas Edison State University** | Trenton, New Jersey | 2013

Associate degree, Applied Health Sciences | **Thomas Edison State University** |

Trenton, New Jersey | 2009

**LICENSES AND CERTIFICATIONS**

Lean Six Sigma Black Belt 8 May 2014

Applied Statistics for Lean Six Sigma 23 April 2014

Lean Six Sigma Green Belt 15 April 2014

Travel Regulations for Uniformed Personnel, JFTR-Vol. AUG-2010

Licensed Practical Nurse for the State of Hawaii/AUG-1995, State of Georgia/Feb 2012