

DIANA LAWRENCE, PSY.D.

111 Main Street, Torrance, California 11111 ■ 123.456.7890 ■ resumewriter@email.com

TRAINING INSTRUCTOR / TRAINING SPECIALIST (GS-1712)

Department of Homeland Security, United States Citizenship and Immigration Services (USCIS)

Pay Scale and Grade: **GS-12** | Citizenship: **USA**

QUALIFICATIONS PROFILE

Performance-focused and results-driven professional seeking a challenging role to continuously hone and utilize experience in employee training and process literacy development within the federal sector.

Equipped with extensive knowledge of instructional methods, adept at designing and delivering engaging course content tailored to diverse learners while addressing their unique learning needs. Proficient in leveraging various instructional technologies to facilitate interactive learning experiences and enhance accessibility and flexibility for diverse student populations. Recognized for strong research capabilities in updating course materials to align with policy changes and current industry standards. Known for exceptional interpersonal skills in fostering positive relationships with leadership teams, colleagues, and students to maintain a supportive and dynamic learning environment. *Currently holding an active Secret Security Clearance.*

CORE COMPETENCIES

Curriculum and Course Design | Learning Strategy Development | Training Needs Analysis | Lesson Planning
Performance Assessment and Evaluation | Student Support and Engagement | Data Research and Analysis

TEACHING-RELATED EXPERIENCE

PRIVATE TRAINING & ORGANIZATIONAL DEVELOPMENT FIRM | Remote

Organizational Development Trainer 06/2020–Present

Hours per week: 40+

- Train the organization staff in organization development and prepare training to help improve an organization's performance
- Assist people and organizations in identifying their gaps and reaching their goals

FEDERAL GOVERNMENT AGENCY – IMMIGRATION SERVICES | Remote

Supervisory Immigration Services Officer – Vermont Service Center 02/2024–Present

Supervisory Immigration Services Officer – Texas Service Center 10/2022–02/2024

Hours per week: 40+

- Deliver regular training and instruction for supervisory leadership development, using varied learning methods to meet diverse learner needs.
- Design, update, and implement course content aligned with agency policies, supported by ongoing research on immigration laws and procedural changes.
- Lead classroom and virtual instruction, providing technical guidance on attendance, academic issues, accommodations, and related program needs.
- Evaluate curriculum effectiveness, mentor supervisory leaders, and provide consulting on leadership and supervisory practices.
- Develop and refine curricula, lesson plans, job aids, and training programs, ensuring accurate, effective, and accessible delivery.
- Partner with SCOPS Headquarters to establish training objectives and implement procedural and instructional updates.
- Enhance staff competency in immigration adjudication by identifying training needs and offering continuous coaching to new and experienced officers.
- Create training resources for key systems, including ELIS, STACKS, ECHO, and Benefits Hub.
- Oversee support staff and lead employee development initiatives to strengthen performance and operational efficiency

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ADDITIONAL EXPERIENCE

FEDERAL GOVERNMENT AGENCY – IMMIGRATION SERVICES | Remote

Immigration Services Officer II – Texas Service Center 04/2022–10/2022

Immigration Services Officer II – Dallas Field Office 09/2019–04/2022

Immigration Services Officer II – Baltimore Field Office 12/2018–09/2019

Hours per week: 40+

- Performed assessments and task analyses to identify key learning objectives
- Delivered training sessions and monitored students' progress toward meeting objectives, providing guidance and support for performance improvement
- Created and administered both written and practical exams to evaluate learners' knowledge and skills
- Organized numerous training sessions while acting as a liaison for congressional cases and communicating decisions
- Promoted inclusivity and diversity in the workplace by serving as a member of the Equal Employment Opportunity (EEO) Advisory Committee

Immigration Service Assistant 08/2017–11/2018

Hours per week: 40+

- Refined and adjusted training content for assigned courses to ensure effectiveness
- Obtained and analyzed necessary data for preparing reports and examined systems to ensure case statuses were updated and incoming inquiries were addressed
- Maintained clear, sensitive, and effective communication within the Records, Naturalization, and Adjudication Department of USCIS

COMMUNITY-BASED MENTAL HEALTH SERVICES PROVIDER | Washington, DC

Mental Health Community-Based Intervention Manager 12/2014–07/2017

- Guided non-citizen consumers in completing proper documentation for a change of status while providing immigration knowledge
- Maintained comprehensive training records, progress reports, and certification documents for audit purposes and historical tracking

EDUCATION

07/2024 **Doctor of Psychology in Criminal Psychology**
Sample University | Phoenix, AZ

07/2017 **Master of Science in Psychology**
Sample University | San Diego, CA

05/2012 **Bachelor of Science in Sociology, Minor in Criminal Justice and Psychology**
Sample University | Baltimore, MD

PROFESSIONAL DEVELOPMENT

Secure Forms and Documents | Work Leadership Training ■ Federal Government Agency

Community-Based Intervention | Mandated Reporter ■ Community-Based Mental Health Services Provider

Program Risk Management Training ■ Community-Based Mental Health Services Provider

Conflict Resolution Training ■ Community-Based Mental Health Services Provider

Cardiopulmonary Resuscitation (CPR)/First Aid ■ State Juvenile Justice Agency

TECHNICAL SKILLS

Case Processing Management System (CPMS) | The Enforcement Case Management System (TECS)

Immigration Case Management System (ICMS) | Automated Document and Immigration System (ADIS)

Benefits Hub | Servicewide Technology and Knowledge System | Microsoft Office 365 | Canva | Blackboard