



*Curriculum vitae*

Mary L. Hamlin  
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**ACADEMIC PREPARATION:**

M.A. in Organizational Management, University of Phoenix, Diamond Bar, CA  
 B.B.A. in Marketing, Georgia State University, Atlanta, GA  
 A.S. in General Studies, Georgia Perimeter College, Clarkston, GA

**TEACHING CREDENTIALS:**

**California Adult Teaching Credential:** Elementary and Secondary Basic Skills,  
 English as a Second Language, Social Sciences, Business Management,  
 Marketing, Career Development

**PROFESSIONAL EXPERIENCE:**

**Founder/CEO**

**2012 – Present**

**Pass Job Connection**

- Providing workshops and individual assistance to residents of the Pass Area seeking employment.
- Workshops are conducted, in coordination with the City of Banning, at the Banning Community Center covering topics such as effective resumes, interviewing techniques, and job search strategies.

**Program Manager/Contract Compliance**

**2009 to 2010**

**Friends Outside Los Angeles County, Pasadena, CA**

- Responsible for preparation for operational monitoring by state and federal regulatory agencies.
- Analyzed funding contracts and reviewed client files for compliance.
- Prepared monthly, quarterly, and annual program performance reports.
- Assisted case managers and job developers in capturing performance data.

**Quality Assurance Coordinator,  
Foothill Employment & Training Connection, Pasadena, CA**

**2003 to 2006**

- Responsible for supervision and oversight of Customer Service and Employment Specialist staff.
- Scheduled Workforce Investment Act (WIA) Employment Specialist activities and services
- Ensured that services were delivered in a timely and effective manner
- Monitored caseload distribution and goals, enrollment goals
- Monitored customer flow from the front desk to services delivered by staff, including length of time to get intensive/training services and efficiency of process used by customers.
- Responsible for oversight of Customer Service Staff ensuring customers received superior customer service and were provided access to the appropriate services to which they were eligible, including all partner services.
- Responsible for providing training, general assistance and resource information to Customer Service Staff.
- Responsible for the review and reconciliation of WIA participant files and data entry to ensure compliance, the correct completion of MIS documentation and timely submission of MIS documentation.
- Responsible for managing and monitoring customer flow to assure that customers were being provided prompt and quality service.
- Coordinated with planning and MIS to ensure the passage of agency performance standards.
- Conducted research to understand customer needs.
- Implemented customer satisfaction policy, maintained and tracked results, researched possible funding sources and other revenue generating opportunities.
- Prepared regular statistical reports regarding customer flow, WIA enrollments, WIA exits, resource lab traffic, workshop participation, and customer satisfaction.
- Functioned as staff to various committees and work groups.

**CalWORKS Program Director,  
Mt. San Antonio College, Walnut, CA**

**2001 to 2003**

- Planned, organized, and directed the operations, activities and services involved in the development and implementation of the CalWORKs and welfare reform programs and services for current and new students.
- Coordinated and directed personnel, communications, external support services, resources and information to meet student needs and to assure smooth and efficient program activities.

- Supervised and evaluated the performance of assigned personnel.  
Member of the Professional Development Council and Speaker/Lecturer Series Committee Chair.

**Los Angeles County Office of Education, Downey, CA**

**1994 – 2001**

**Team Leader, Self Sufficiency Plan Multi-Disciplinary Team Program**

- Supervised and coordinated functions of county multi-departmental team.
- Built and maintained team cohesiveness.
- Delivered and coordinated services to welfare recipients.
- Provided support and information to participating county departments.

**Supervising Community Activities Coordinator**

- Planned, organized and supervised activities of professional program facilitators at GAIN (Greater Avenues for Independence) regional offices.
- Supervised staff of seven facilitators. Coordinated programs at five locations.
- Determined schedules and most effective time management and assignment of work to staff.
- Resolved site conflicts/user complaints and maintained quality control system.
- Promoted use of various motivational techniques, made presentations to program participants as needed.
- Maintained contact with other work units, job services site managers, and agency staff.
- Attended workshops and conferences.
- Prepared reports and maintained up-to-date records of all site activities.

**Community Activities Coordinator**

- Served as liaison to welfare recipient groups, coordinated activities, implemented training, and disseminated information.
- Effectively communicated with members of differing socioeconomic levels.
- Stimulated individuals into becoming involved in GAIN program activities
- Prepared information and materials, developed and maintained work schedule without constant supervision
- Effectively performed under pressure, and worked cooperatively with others

**GAIN Case Manager**  
**Los Angeles County Department of Public Social Services**  
**Rancho Dominguez, CA**

**1993 - 1994**

- Effectively provided case management services to welfare participants in the GAIN Program.
- Explained rights and responsibilities thoroughly to participants and referred them to appropriate service providers.
- Worked with participants to obtain all entitlements in a timely manner.

**Additional Experience**

- Additional experience obtained as licensed stockbroker, internal auditor, and customer service representative.
- Designed and facilitated various programs in goal setting, self esteem, life skills, and job preparedness.
- Experience in marketing, advertising, retail sales, account reconciliation, financial planning, publicity, and public relations.

**TEACHING EXPERIENCE:**

Banning Unified School District Substitute Teacher K-12	2008 to 2010
Beaumont Unified School District Substitute Teacher K-12	2008 to 2010
Hemet Unified School District Substitute Teacher K-12	2008 to 2010
Pasadena Adult School, Pasadena, CA GED Preparation	2004 to 2007
California School of Culinary Arts, Pasadena, CA Hospitality Marketing	2005
Downey Adult School, Downey, CA English as a Second Language	1999 – 2001
Clayton State University, Morrow, GA Basics of Personal Investing	1984

### **PUBLICATIONS:**

Scott, Robert L., Editor, San Gabriel Valley Economic Partnership, Civic Center Group, *Harnessing the Intellectual Capital of the San Gabriel Valley, Strategic Plan*, Jan 2003

*The Five Habits of Highly Successful Toastmasters, The Toastmaster*, December 1995

Several articles on public speaking in For You Magazine

### **PRESENTATIONS:**

- *Stand Up and Deliver – The Elements of Public Speaking Without Fear*, National Federation of Republican Women, Biennial National Convention, Palm Springs, CA, September 2007
- *The Keys to Employment Success*, Sources, Pasadena, CA
- *Giving a Great Interview*, Foothill Employment & Training Connection, Pasadena, CA
- *Building a Top Notch Resume*, Foothill Employment & Training Connection, Pasadena, CA
- *Ethics and Your One-Stop*, California Workforce Association State Conference, San Diego, CA
- *Goals and Their Importance*, Presented at Downey Adult School Career Center, Downey, CA
- Panelist, *Harnessing the Intellectual Capital of the San Gabriel Valley*, San Gabriel Valley Economic Partnership, Arcadia, CA
- *Effective Marketing Strategies*, Presented at the GAIN Job Development Seminar, Los Angeles CA
- *Balancing Our Lives*, Presented at the Connections to the Future, Rowland Heights, CA
- Panelist, *Welfare to Work Summit*, Sponsored by Los Angeles County Supervisor Zev Yaroslavsky, San Fernando, CA
- *Success Strategies for Personal Development*, Los Angeles County Department of Public Social Services, Compton, CA
- *Adventures in Attitude*, GAIN State Conference, San Diego, CA
- *Styles of Leadership and Motivation Workshop*, Delta Kappa Gamma, Upland, CA

### **PROFESSIONAL MEMBERSHIPS:**

Toastmasters International  
American Business Women's Association

For You Network/National Association of Female Executives  
 National Association of Workforce Development Professionals  
 American Society for Training and Development  
 Los Angeles County Community College CalWORKS Consortium  
 Commission of Review and Evaluation of CalWORKS  
 CalWORKS Education, Training and job Creation Partnership  
 Professional Development Council, Mt. San Antonio College  
 Speaker/Lecturer Series Committee, Mt. San Antonio College

### **PROFESSIONAL SERVICE:**

Chair, Los Angeles County Community College CalWORKS Consortium  
 District 12 Governor, Toastmasters International  
 District 12 Lt. Governor, Education and Training, Toastmasters International  
 District 12 Lt. Governor Marketing, Toastmasters International  
 Division A Governor, Toastmasters International  
 Area Governor, Toastmasters International  
 Club 168 President, Toastmasters International

### **COMMUNITY SERVICE:**

2012 Pass Collaborative (sponsored by the Banning Unified School District)  
 2012 Faith in Action  
 2012 Board Member, Pass Business Development Advisors  
 2010 Chair, St Stephens Christmas Tree Festival  
 2010 Chair, Carol's Kitchen 1<sup>st</sup> Annual Bowling Tournament  
 President, St Mary's Guild, St. Stephens Church  
 Vice Chair, Diamond Bar Community Foundation  
 Chair, Advisory Board, Ontario Corps Salvation Army  
 Volunteer Mentor, California Institute for Women Toastmasters Program  
 Participant, Executive Lock-up for Muscular Dystrophy Association 2005, 2006

### **HONORS AND AWARDS:**

Certified Workforce Development Professional  
 Distinguished Toastmaster  
 Division Governor of the Year, Toastmasters International  
 Woman of Achievement Award, West End YWCA  
 Women Helping Women Award, Montclair/Inland Valley Soroptomists

**SPECIAL TRAINING:**

Train-the-Trainer Certification, *A Framework for Understanding Poverty*, Aha  
Process, Inc,  
*Adventures in Attitudes, Disc*



2. How many City Council meetings have you attended or observed in the last year?

I watch them on TV and read agenda/reports online

3. Please provide in the space below, your reasons for wanting to serve on the City Council.

I want to use my experience and education to help my community.

4. Please identify 3-5 public issues facing the Council and explain how you feel they might be resolved: (use additional sheet of paper if necessary)

See attached

Please return your completed application to:

City Clerk's Office/ City of Banning  
99 E. Ramsey Street  
P. O. Box 998  
Banning, CA 92220

Application forms must be returned by 5:00 p.m. on Thursday Nov. 7, 2013.

Date: 11-7-13 Signed: Mary L Hamlin

Please identify 3-5 public issues facing the Council and explain how you feel they might be resolved:

1. Economic Growth and Development
2. Jobs – Education and Training
3. Resource Planning and Usage
4. Public Image – Ethics and Teamwork

Each of these issues can be improved with a positive approach to the challenges. It takes teamwork and partnerships as well as an element of “thinking outside the box” to make the improvements.

Banning is in a very good location, near railways and major interstates. We have a great climate and still have land available for development. However, we lack a trained and educated workforce needed if we are to successfully attract new businesses to the area.

We have hot lunches, food pantries and thrift stores. What we do not have is an effective resource providing much needed assistance to those in search of employment. The closest employment one-stop is in Hemet and many people need assistance in job search strategies, online applications, and other elements of job search. I have conducted some workshops and know that this would help our community.