

# Samuel E. Keizer

Madison, WI – 608-214-6053 – samuelkeizer2011@gmail.com

## Professional Work Experience

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Wisconsin Air National Guard

### Manager of Personnel Training and Development

June 2020 to Present

Synthesized the development of training strategies driven by customer feedback with the goal of creating a more satisfying end user experience. Mentor trainees through formal military education, create career goals and coordinate training opportunities to further job competency. Collaborate with senior leadership to align training priorities with Air Force level initiatives.

- Integrate plans for job qualification and on-the-job training status for 60 flight personnel within Air Force wide CRM software, Training Business Area (TBA); emphasis on providing customer service
- Develop new strategies and training content for career progression; constantly modifying content by taking into consideration the end users experience and environmental demands
- Implemented brand new, state of the art training software to service members; reduced the complexity for customers and eliminated system redundancies creating a better customer experience

### Manager of Base Services

August 2016 to June 2020

Managed multiple customer service programs to include lodging, food service and family support for 1100 service members. Monitored metrics to adapt programs as necessary to provide a more viable customer experience. Balanced the priorities of multiple projects including budgeting for upgrades to dining facility, improving fitness facilities and refreshing training material for new personnel arrivals.

- Coordinated federal contracts with local vendors to source over \$300,000 worth of lodging and logistics support, keeping all in compliance with Federal Acquisition Guidance
- Introduced modern app-based lodging program; evaluated current end-to-end customer needs, researched commercially available options and oversaw new program for 400 customers
- Collaborated with international and foreign organizations to meet customers' expectations; exceeded leaderships parameters and maintained positive relations with local private companies

## Education and Professional Development

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- **Bachelors in Science, Business Administration**, emphasis in Marketing and Supply Chain Management University of Wisconsin – Platteville, May 2016
- **Associates in Hospitality Management**, Community College of the Air Force, February 2022
- **Non-Commissioned Officer Academy**, US Air Force Professional Military Education, September 2020
- **Airman Leadership School**, US Air Force Professional Military Education, July 2014

## Knowledge, Skills and Abilities

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- Extremely proficient in Microsoft Office Products, including PowerPoint, Excel, Outlook and Teams
- Significant experience running numerous Customer Relationship Management, Logistics Management and Enterprise Resource Management software and military Salesforce applications
- Committed to process improvement through data analysis and customer needs
- Able to oversee and manage multiple projects simultaneously; skilled at collaboration with a diverse array of departments and people with diverse backgrounds at all levels of the workplace