

# RICHARD ROBITAILLE , ED.D.

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## SENIOR PROGRAM AND OPERATIONS MANAGER

**Project Management | Academic Affairs | Process Improvements | Training and Development | Policy Development | Team Leadership | Cross Functional Team Building | Curriculum Design | Crisis Management | Veterans Affairs | Organizational Development | Business Strategy | Higher Education | C-Level Relationship Management | Change Agent**

Driven and passionate Senior Program and Operations Manager with 20+ years of experience in project management, evaluating, curriculum design and advising the development of academic, operations and technical programs and projects. Strong ability to lead small to large cross-functional teams in a dynamic, fast-paced environments to increase productivity and efficiency across the organization. Possess wide range understanding and expertise in strategic planning, program management, resource allocation along with management and assessment. Collaborates and communicates with C-level executives and stakeholders across cultural audiences while exceeding goals, objectives and deadlines. Energetic and self-motivated individual with excellent communication, problem-solving and critical thinking skills who drives engagement and innovation for the team.

### EXPERTISE IN

- **Oversaw and successfully lead** training and development programs for 1,000+ soldiers to meet TRADOC and Army standards after 3 years in Chief Instructor role.
- **Developed and built new website** from Department of Defense (DoD) based system to an .edu commercial cloud that was effectively implemented on time and under budget that resulted in launching a new 200-page website for the college.
- **Managed \$2.5M budget to fund** academic operations of the college and completed annual budget on time and meeting the strategic guidance of the college.
- **Built strategic system to complete** long term assessment of enrollment trends across multiple locations to compile real data for reports used to make executive decisions for marketing plans and budget forecasting.
- **Selected by President of College** to develop staff and organize first office of Military and Veterans Affairs across the school system that resulted in increased of staff, student enrollment, and faculty needed for training over 7 veterans resource centers.

### WORK EXPERIENCE

#### **Richard Robitaille, LLC | Hasbrouck Heights NJ Consultant**

**2017 | Present**

As a management consultant, develop and implement policies, procedures, and systems for various businesses and coach executive staff on strategic planning and process development resulting in increased efficiency to meet financial and business goals.

- Recognized for the ability to identify productivity improvement opportunities; ensured client needs were addressed and continuously seek feedback to maintain client satisfaction
- DOD approved contractor with secret clearance
- Educate senior leadership on effective staff training and development needs resulting in improved retention and an increase in performance evaluation
- Implement cross-functional efficiency programs for multiple businesses ensuring company increased savings

**United States Military Academy at West Point | West Point NY****Program Manager****2017 | 2018**

Managed projects and technology management team, by training and developing staff to complete transition from DoD based system to .edu commercial cloud platform.

- Oversaw development, design and architecture of new website and its transition from a Department of Defense (DoD) based system to an .edu commercial cloud platform with total success
- Led transition from hardware-based SharePoint 2010 Enterprise platform to a cloud hosted SharePoint Enterprise 2016 platform with WordPress web development software
- Headed all project planning and risk management from start to finish; ensured site was 100% operational

**Berkeley College | Woodland Park NJ****Associate Vice President, Office of Military and Veteran Affairs****2009 | 2017**

Selected by President to develop, staff and organize the first Office of Military and Veterans affairs to oversee all veteran's affairs issues across the system. Developed strategic plans for military and veteran's affairs operations for 7 campuses and initiated the inaugural Veterans Reflection Project across the college and implemented the first Gold Star Reflections Project on campus

- Presented introspective portraits of veteran students reflecting on their military and civilian images resulting in a clear depiction of struggles veterans face when transitioning to post-military life
- Implemented a Veterans Service dog program resulting in greater awareness and response to common veteran issues.
- Met with NJ State Assemblymen and Senators to build quality relationships; initiated more open conversations that helped to brainstorm ways to address educational issues and topics relating to the student veteran population
- Supervised an office Director, Veterans Advisor and Coordinator of Veterans Affairs and all veteran and military affairs programs serving over 500 student veterans.
- Authored a total of 10 department policies on transfer credit review, student account reconciliation, tuition assistance invoicing and all inter-departmental program initiatives while ensuring student and organizational needs were met
- Managed a \$40K budget while auditing and maintaining compliance regulatory requirements
- Developed the first National 'Online Veterans Resource Center' which successfully aided all veterans with benefits information and other resources at <http://berkeleycollege.libguides.com/veterans>

**Assistant Vice President, Academic Affairs****2007 | 2009**

- Oversaw and supervised the academic operations of 4 campuses in New Jersey.
- Developed a budget with 9 academic departments in coordination with department chairs overseeing \$2.5M in budgetary requirements
- Supervised 65 full time college professors and 120 adjunct professors ensuring proper hiring and professional development policies were adhered to
- Collaborated with College Deans and Department Chairs to review programs and develop new curricula that met educational needs and requirements effectively; advanced course content for 5 majors

**United States Army**

**First Sergeant, Retired**

**1987 | 2018**

Served as the senior non-commissioned officer in the unit and as primary advisor to the commander

- Managed the health, welfare, training, morale and professional development of 150 personnel
- Planned, coordinated and executed quality training across multiple job positions and levels
- Promoted and executed the commander's vision and imperatives; assisted and advised the commander on all enlisted matters
- Served as Chief Instructor of the Regional Training Institute responsible for 100 Army instructors and 1000s of soldiers

**EDUCATION AND CERTIFICATIONS**

Doctor of Education (Ed.D.) | Educational Leadership and Administration | Widener University

Master of Arts (M.A.) | Liberal Studies | Widener University

Bachelor of Science (B.S.) | Aerospace Studies | Embry-Riddle Aeronautical University

Licensed NJ Real Estate Broker

Graduate of the Disney Institute of Leadership Excellence

**PROFESSIONAL AND CIVIC ORGANIZATIONS**

National Association of Realtors	2019   Present
American Legion of the United States	1990   Present
Veterans of Foreign Wars	1990   Present

**HONORS AND AWARDS**

- Distinguished and Exemplary Service to Veterans | NJ Veterans Education Award
- Veteran Provider Distinguished Award | City of Paterson, NJ
- LTG Milton G. Baker Award | Commonwealth of Pennsylvania for Distinguished Leadership
- Legionnaire of the Order of Saint Maurice | US Army Infantry
- Radnor Fire Company Unit Citation | Radnor Fire Company
- Knight of the Order of Anthony Wayne | Valley Forge Military College
- Teamwork Award | Berkeley College
- Craig A. Sabtke Memorial Award for Outstanding Leadership and Community service | Alpha Eta Rho International Aviation Fraternity

**PROFESSIONAL PUBLICATIONS, PRESENTATIONS AND INTERVIEWS**

Speaker at 35 <sup>th</sup> Annual National College and University Bursar's Conference; PTSD and Veterans	4.2021
Interviewed on Westchester Talk Radio "Why We Stand" program on Veterans programs	1.2020
Army Magazine. "Saved at the Stalag", Vol 68, No.2, p.22	2.2018
Speaker; First Region, Association of the United States Army Conference on Leadership Development	
PhD. (Chair), Patricia Lawler, PhD, Roger Place, Ed.D., and Edward Rozycki, Ed.D.	5.2018
Military Advanced Education. "Benefitting the Future"; Vol 11, Issue 8-9, p. 23	11.2016
Military Advanced Education. "Cyber Connections"; Vol 9, Issue 6, p. 16	7.2014

**TECHNOLOGY EXPERTISE**

Microsoft Office Suite 365 | Word | Outlook | PowerPoint | Excel | Pivot Tables | Formulas | WordPress | Adobe Acrobat | Creative Cloud, | Visio | Publisher | Mac | Microsoft Windows

**KEY ATTRIBUTES**

Best Practices | Budgets | Business Process Development | Business Strategy | Leadership | Business Intelligence | Campaign Management | C-Level Relationship Management | Course Development | Crisis Management | Leadership | Operations | Performance Improvement | Implementation Management

