

# CAMERON COLLIER

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## CONTACT

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✉️ cameroncolliertraining@outlook.com

## EDUCATION

**UNIVERSITY OF COLORADO,  
BOULDER**

**Master of Science**, Organizational  
Leadership  
2024  
GPA: 3.93

**KENT STATE UNIVERSITY**

**Bachelor of Science**, Music  
Education  
2019  
GPA: 3.05

## ABOUT ME

Experienced leadership and training professional with a proven track record in onboarding, performance management, team member engagement, and compliance. Skilled at driving continuous improvement through data analysis, developing and implementing training programs, and aligning HR initiatives with organizational goals. Passionate about fostering a positive team member experience that improves retention, safety, and productivity.

## WORK EXPERIENCE

### TRAINING COORDINATOR, TEAM MEMBER EXPERIENCE TEAM

Clayton Homes (2024-Present)

- Partnered with production, materials, and QA departments to identify workforce needs and proactively manage onboarding processes aligned with facility goals.
- Designed and executed comprehensive onboarding programs, ensuring new team members understood safety protocols, quality standards, and cultural expectations, aimed to reduce early turnover rates.
- Collected and analyzed employee feedback to craft mission statements and engagement strategies, aimed to improve team member satisfaction and retention.
- Created and facilitated leadership development workshops for department leaders, strengthening performance management and coaching capabilities.
- Authored and maintained SOPs, job aids, and training manuals, ensuring compliance with federal, state, and company employment practices.
- Co-led cross-functional committees to identify and resolve process inefficiencies using root cause analysis, Lean, and Kaizen methodologies.

### CUSTOMER CARE REPRESENTATIVE

ValueBuild Homes (2023-2024)

- Executed meticulous pre-occupancy inspections to ensure strict adherence to construction quality standards and HUD building codes, maintaining exceptional quality benchmarks.
- Served as the primary liaison among homeowners, contractors, and internal departments, proactively resolving issues and elevating the customer experience.
- Conducted rigorous analysis of warranty claims to identify systemic issues, driving continuous improvement initiatives that reduced recurring defects.
- Leveraged digital tools to manage service tickets, monitor repair processes, and maintain precise documentation, ensuring comprehensive reporting and compliance.

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## SKILLS

- Instructional Design (ADDIE)
- Project Management
- LMS & E-learning Platforms
- Lean Manufacturing (LSS)
- Engagement
- SOP Development
- Operational Alignment
- Root Cause Analysis (DMAIC)

## AWARDS

### 2021 BFS FIRST TEAM

#### CERTIFICATE OF APPRECIATION

Recognized for commitment to safety, excellence, and leadership.

### 2017 NAVY AND MARINE CORPS

#### ACHIEVEMENT MEDAL

Honored for exemplary leadership and logistical coordination of over \$2.3 million in military assets across 250+ global performance sites.

## DEPARTMENT MANAGER & TRAINING COORDINATOR

Builders FirstSource (2021-2023)

- Orchestrated onboarding, and certification processes, maintaining 100% compliance with company and regulatory training standards.
- Authored and implemented streamlined SOPs, redesigned warehouse layouts, and optimized operational workflows, significantly increasing productivity and inventory accuracy.
- Chaired safety committee initiatives, executing thorough risk assessments and proactive measures to foster a robust safety culture.
- Collaborated with senior leadership to evaluate training outcomes, identify critical skill gaps, and adapt programs to meet evolving organizational demands.

## FIELD RELIEF MANAGER

U-Haul Moving & Storage (2017-2021)

- Facilitated hands-on training for new hires and veteran employees across multiple locations, covering proprietary software systems, propane safety, vehicle operations, hitch installation and customer service protocols.
- Delivered on-the-job coaching that supported real-time performance improvement and skills retention, significantly reducing customer service issues.
- Led performance monitoring to adapt training to evolving business needs, boosting team efficiency and customer satisfaction.
- Coordinated training logistics and schedules to ensure operational coverage while maximizing development opportunities.

## SERGEANT, 5541

United States Marine Corps (2013-2017)

- Directed the training and development of 35+ Marines, instilling operational readiness and achieving a flawless safety record across 250+ missions.
- Authored, maintained, and enforced comprehensive SOPs for security, logistics, and equipment management, aligning with stringent military standards.
- Conducted thorough root cause analyses following incidents, implementing corrective actions to enhance safety protocols and procedural integrity.
- Delivered high-impact, scenario-based instruction and leadership training, strengthening team cohesion, adaptability, and mission effectiveness.