

# JOSEPH GARBINI

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Strategic and collaborate program manager with over ten years of leadership experience and guiding diverse teams. Expertise in designing and implementing training, advanced problem solving, and communicating with teams across various levels. Ability to successfully develop, launch and execute projects while maintaining positive relationships and creating positive work environments.

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## Experience

### **SOLUTIONS FOR ENERGY EFFICIENCY LOGISTICS LLC**

**Grand Rapids, MI**

February 2020 - Present

- ❖ Program Manager
  - Manage state-wide utility contract by developing and maintaining a \$2million project budget, implementing high-level work plans for multiple departments, communicating project status to all stakeholders on a regular basis, and anticipating and delivering on client's needs.
  - Coach and develop over twenty junior team members across multiple market levels on technical knowledge of energy efficiency and customer service, developing training and processes that elevated and maintained high customer satisfaction scores of over 94%.
  - Analyze weekly program data to measure success and progress towards goals, actively ensuring all metrics for year-end goals are met through creative problem solving and utilization of multiple resources.
  - Develop and implement plans for employee training, safety, and satisfaction while successfully maintaining optimum staff levels for over 90% of every program year.
  - Establish excellent communication between client, company, and customers, resolving any issues or complaints promptly and reporting highlights and concerns to client.
- ❖ Field Coordinator
  - Managed field technician team by overseeing scheduling of daily appointments, promoting a positive work culture, and ensuring program success in both virtual and field home energy assessments.
  - Designed and instructed online and in-person training courses with a focus on multiple topics, including building sciences, OSHA and best safety practices, quality customer service, and Microsoft Office suite.
  - Performed high-quality in-home energy audits and energy savings measure installations for low income and market rate utility customers as a BPI certified technician.

### **Nampa School District #131**

**Nampa, ID**

August 2013 – June 2018

- ❖ Science Teacher and 8<sup>th</sup> Grade Team Leader
  - Designed and taught creative hands-on lessons in advanced science topics for classrooms of over thirty students, creating a safe and positive environment for all learners.
  - Collected and analyzed data to address the variety of needs in a diverse student population, demonstrating success in achieving high scores and completion rate of both state and district standards for science education.
  - Led a diverse team of teachers in collaborative environments, successfully demonstrating an ability to develop instructional strategies and implement best practices in teaching and learning.
  - As 8<sup>th</sup> grade team leader led a professional learning community of teachers and support staff, including the conducting of weekly meetings, designing and enacting school-wide intervention programs for low-income and at-risk students, and communicating between all major stakeholders in the school district.

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## Education

- B.S. in Earth and Space Science Education, Calvin University
- B.S. in Geography, Calvin University

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## Skills

- Leadership and Project Management
- Conflict Management
- Facilities Management
- Relationship building with key stakeholders
- Six Sigma Practices
- Teaching and Coaching
- Data Analysis and Waterfall
- Microsoft Office Suite