

DAN HAWTHORNE

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PROFILE

- Experienced in employee selection, performance management, training and development, and organizational change
- Possesses skills in data analysis and research methods design to be implemented for applied and academic settings
- 10+ years experience in first-line and second-line management, including industrial management and project level management with client-facing executive engagements
- Has operated under strict non-disclosure agreement with multiple Fortune 500 clients in a consultant role

EDUCATION

PhD, Industrial-Organizational Psychology

University of Missouri – St. Louis

Expected May 2012

St. Louis, MO

Master of Arts, General Psychology

University of Missouri – St. Louis; current GPA: 3.75

Expected May 2010

St. Louis, MO

Bachelor of Arts, Psychology

University of Missouri – St. Louis; GPA: 3.78

May 2007

St. Louis, MO

Bachelor of Arts, English

University of Missouri – St. Louis; GPA: 3.89

May 2007

St. Louis, MO

STATISTICS SOFTWARE PROFICIENCIES: SPSS, R, SAS, MPlus, CEFA, LISREL, MULTILOG

MICROSOFT SOFTWARE PROFICIENCIES: PowerPoint, Word, Excel, Groove, and Outlook

EMPLOYMENT

Director of Research - Exardius – Las Vegas, NV

August 2008 - Present

Client Profile: [G\[MASK\]](#)

Challenge: Client moving international franchising operation into US market

- Conducted comprehensive job analysis and competency modeling using information from SME and job incumbent interviews, and existing documentation
- Developed new job descriptions for franchisees and employees
- Designed, developed, and pilot-tested selections and performance management devices for franchisees and employees
- Collected data to analyze predictive validity and disparate impact of selections devices
- Designed and wrote franchisee operations manual in direct consultation with G[MASK] leadership team

Director of Research - Intulogy – Horseshoe Bay, TX

December 2004 - Present

Client Profile: [DHL International](#)

Challenge: Contentious relations between management and labor employees following acquisition of competitor organization

- Collected pre- and post-training data about organizational satisfaction, employee-leadership relations, and other relevant variables
- Analyzed data to detect projected changes in employee-leadership relations, relevant behaviors, and organizational climate
- Identified positive changes in relationships, in addition to identifying unforeseen critical changes in organizational climate requiring future attention
- Prepared report detailing all data analysis information for DHL executive leadership

Client Profile: [Intel](#)

Challenge: Client needed to develop certification training program for technicians working with new DuoCore technology under strict item security

- Supervised training designers to develop individual questions under strict confidential agreement with Intel personnel to insure test security
- Worked directly with Intel university leadership on item verification and revision

ION Production Supervisor - Getronics – Kansas City, MO

November 1999 – February 2003

Client Profile: [SPRINT, Inc](#)

Challenge: Implement beta and final rollout of new VoIP technology for consumer use in client's home office city of operations

- Supervised and coordinated 15+ field technicians in their daily duties
- Developed systems to improve QA processes and provide increased feedback
- Tested and redeveloped project processes during beta implementation, establishing metrics on per-truck rollout cost for contract bid purposes
- Received and addressed calls from the client's Project VP and national project coordinator about implementation in Kansas City (beta site and also client's corporate HQ)

Production Manager - Fujicolor Processing – Kansas City, MO

December 1996 – November 1999

Challenge: Improve production quality and speed while managing production employees in their daily duties

- Developed forecasting metrics that could predict within 2-4% the inbound daily workload and identify proper staffing requirements
- Conducted time-motion evaluation of sorting/splicing bins. Results adopted regionwide
- Achieved best annual production quality and profitability in a 9-plant region, outperforming other facilities by a minimum of 20%

Corp. Accounts Manager - American Laminates, Inc. – Kansas City, KS

February 1992 – December 1996

Challenge: Implement ISO 9000 certification processes while managing production employees in their daily duties

- Led team of 8 supervisors and 200+ employees; \$12.5M manufacturing account
- Collaborated with corporate president, vice-president, and CFO to evaluate company-wide departmental budgets and identify available funding resources
- Created new process manuals, and implemented new departmental QA procedures to adhere to ISO 9000 requirements for certification

PUBLICATIONS

[A Fresh Look at Measuring Learning Retention](#)

May 2009

TrainingMag.com

[How Meaningful are your Training Evaluations?](#)

May 2009

TrainingMag.com

[Asking the Right Questions: Best Practices from Evidence-Based Design](#)

August 2009

TrainingMag.com

[Improving Unit-Level Performance through Better People Practices](#)

January 2010

Franchising World

ORGANIZATIONAL AFFILIATIONS: American Psychological Association, Society for Industrial and Organizational Psychology, Gateway Society for I-O Psychology, Society for Human Resource Management

MILITARY EXPERIENCE: U.S. Army -Chemical Corps (1987-1990); Secret Security Clearance; Honorable Discharge