

Douglas D. Haag
[REDACTED]
Milwaukee, WI 53221
[REDACTED]
ddhenterprise@aol.com

ANALYTICAL DEDICATED PUBLIC SERVANT

HIGHLIGHTS OF QUALIFICATION

- Excellent analytical and organizational abilities, detailed oriented and self-motivated
- Utilizing problem-solving skills to analyze and execute public policy, laws, and regulations
- Multi-tasking to handle multiple priorities effectively
- A team player who can demonstrate the initiative to put forth the extra effort
- Solid customer service and a willingness to assist people
- Strong interpersonal skills with the ability to communicate with diverse groups of people
- Ability to plan, organize, prioritize and execute workload in a timely manner
- Clear and flexible oral and written communication
- Experienced in internal audits, general ledgers, bank reconciliations, posting of cash receipts, financial statements, invoicing, spreadsheet applications, data entry and computer skills, payables, payroll and general accounting functions
- Strong familiarity and experience with various computer software including Microsoft, Excel, Corel and PowerPoint
- Diverse knowledge of occupations within the labor market
- Ability to build relationships with individuals with diverse economic and social backgrounds
- Basic understanding and knowledge of the claims process including policies and procedures relating to filing, payment and eligibility for unemployment insurance
- Experienced with various training methods and procedures including Instructional Theory into Practice
- Ability to facilitate working relationships both within and outside the organization
- Knowledge of the uses and applications of benefits related IT systems, such as the mainframe system, UIBNET, SUITES, ASSET, and VIRTEL

PROFESSIONAL HISTORY

Employment & Training Specialist Milwaukee, WI October 15, 2018 – Present

Department of Workforce Development-Division of Employment & Training.

- Assess individual need and identify appropriate services within the Workforce System
- Provide Guidance and assistance in area of career exploration, job seeking skills, community services, skills/career training opportunities and other areas which may affect participants obtaining jobs.
- Presentations to claimants regarding unemployment insurance and job seeking tools and resources
- Provide skills training, case management, mentoring, job search assistance, placement, career development, follow-up services and career advancement to a variety of underemployed and unemployed jobseekers and career changing workers
- Research and development of current employment trend, curriculum, preparation and follow-up to workshops, data tracking and facilitation of group workshops for a diverse population
- Helped individual claimants with both initial claims and weekly claim certifications as well as backdating a claim or weekly claim certification
- Explained eligibility and monetary requirements regarding their VNC and benefit calculation
- TRA/TAA Case Manager
- Completed initial assessments of clients to determine eligibility for training

Adjudicator Milwaukee, WI June 8, 1998 - October 12, 2018

Department of Workforce Development-Division of Unemployment Insurance

Professional Accomplishments:

- Hired June 08, 1998 one-year probationary status, within one year promoted to Unemployment Specialist-2
- Participated in the RAPIDS response program which requires on site unemployment claiming instruction to employees being placed in lay-off status
- Designed employer/employee questionnaires that met federal requirements which were adopted by the Department of Workforce as a standard tool utilized statewide.

Applying Regulations and Determining Eligibility Based of Discovery of Facts:

- Interviewing claimants and their respective employers, over the phone and in person, to resolve eligibility questions
- Identifying and documenting relevant facts to apply relevant laws and policies
- Preparing written appealable initial determinations to determine program eligibility.
- Responding to a variety of inquiries regarding unemployment insurance procedures, policies and law
- Utilizing complex PC-based software systems to track and document claimant records
- Developing ongoing relationships with employer representatives, including, but not limited to management, human resources, attorneys and employer agencies
- Collaborating with DWD partner agencies as a presenter providing on site personal instructions to claimants involved in the Reemployment Eligibility Assessment program in local Job Centers
- Providing clients/claimants basic instructions regarding compliance with their weekly claim certifications.
- Resolving any immediate concerns and or questions that participants may have regarding their claims
- Assisting Job Service trainers with each client on a one-on-one basis
- Providing further assistance to clients/claimant with their individual work search and needs for reemployment, including, but not limited to, critiquing resumes critique and providing prospective employer references

EDUCATION

University of Wisconsin-Milwaukee Major: *Finance with emphasis in Accounting* Minor: *Pre-Law*