

Biography

Russ Haines, CPRW, retired from Xerox Corporation after 27 years where he held numerous jobs in field engineering, service education, technical training, and Quality Training, Human Resources, and customer service management.

He worked as a field engineer and provided first line support to the field technicians to solve complex technical problems with new product launches. Russ provided technical training to the field and customers. He worked with the design engineers during the product development to design technical training documentation for the field technicians and first level help desk representatives.

He moved from technical training into corporate training where he developed and implemented numerous organizational improvement initiatives that supported Xerox' successful efforts to re-invent their service delivery model and reclaim the lead as the world leader in office products.

Russ then moved into the Customer Service Call Center to assist the transition from a customer service only environment to a customer service first-level problem resolution center. This required bringing the technical training to non technical representatives. He wrote many training processes and assisted with the development of online troubleshooting tools.

After retiring from Xerox, Russ joined Federal Warranty as a Customer Service Manager and managed a team of customer service representatives that administrated extended warranties.

His passion to help the unemployed and under employed brought him to the career management field where, as a Senior Career Advisor he helped many clients in their search for career positions.

He joined Bright House Networks in 2004 as Training and Development Manager responsible for over 1000 employees and their training needs. He left in March of 2007 to pursue his passion, assisting people with career management.

He brings his Human Resources and Organizational Development, Coaching and Training skills to the career management field and understands the problems that job seekers face in today's job market.

Russ is a firm believer in "if you give a man a fish he will eat today, but if you teach a man to fish he will never go hungry".

Russ holds a number of certifications including, Certified Professional Résumé Writer, AchieveGlobal Leadership Training, Myers Briggs Personality Types (MBTI), TQM, ISO 9000, and Xerox Quality.

He is affiliated with Professional Association of Résumé Writers & Career Coaches, American Society of Training and Development, International Society for Performance Improvement and SHRM.

He works with Tampa Bay Area Junior Achievement as a consultant and offers his time assisting at job fairs reviewing resumes and conducting workshops on all aspects of job searching.

His hobbies are reading, history and psychology. He enjoys all kinds of music and it is not unusual to see him playing video games as a tool to clear the mind.