

ANDREW P. ROBINSON

OPERATIONS ENABLEMENT | LEARNING & DEVELOPMENT | PROGRAM MANAGEMENT

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PROFESSIONAL SUMMARY

Operations enablement and workforce development leader with 10+ years of progressive experience building programs, onboarding employees, facilitating training, coaching teams, and improving organizational performance. Current USDA Workforce Development Specialist with hands-on ownership of learning systems, employee development, onboarding, workforce analytics, and cross-functional change initiatives. Known for building programs from the ground up, translating complex processes into practical learning experiences, and using feedback and performance data to continuously improve delivery. M.S. in Management & Leadership; U.S. Army veteran.

CORE COMPETENCIES

Operations Enablement • Onboarding Program Design • Training & Facilitation • Adult Learning • Program Management • Learning Management Systems (LMS) • Coaching & Mentoring • Stakeholder Engagement • Cross-Functional Collaboration • Change Enablement • Training Needs Analysis • Workforce Analytics • Performance Measurement • Process Improvement • SOP Development • Leadership Development

SELECTED IMPACT

Program Builder: Agency-wide Mentoring Program → Professional Development Committee | Change Enablement: Multi-agency relocation/RTO initiative (~70% of ERS, ~82% of a sister agency) | Engagement: +8% FEVS participation | Recognition: 4× USDA SPOT Award recipient

PROFESSIONAL EXPERIENCE

Workforce Development Specialist — USDA Economic Research Service, Kansas City, MO | 12/2023 – Present

- Own and deliver agency-wide workforce development and enablement initiatives spanning onboarding, leadership development, employee engagement, mentoring, training administration, and organizational change.
- Redesigned and manage the agency onboarding experience, coordinating orientation, required learning, stakeholder touchpoints, and role-readiness activities to strengthen new-hire integration.
- Built and led an agency-wide Mentoring Program from the ground up; expanded the initiative into the Professional Development Committee to address broader employee skill development, career growth, and organizational learning needs.
- Administer AgLearn, the agency learning management system, while managing Individual Development Plans (IDPs), SF-182 training requests, supervisor development requirements, and training compliance.
- Partner with leaders, HR professionals, subject matter experts, and employees to identify development needs and translate policies, processes, and workforce priorities into actionable learning and engagement programs.
- Led multi-agency enablement efforts supporting mandatory relocation and return-to-office changes affecting approximately 70% of ERS and 82% of a sister agency; developed training sessions, discussion panels, and engagement opportunities to help employees navigate the transition.
- Use workforce data, employee feedback, engagement results, and program metrics to assess effectiveness, identify skill gaps, inform leadership decisions, and continuously improve programs.
- Increased Federal Employee Viewpoint Survey participation by 8% through targeted communications and employee engagement initiatives.

Management & Program Analyst — USDA Economic Research Service, Kansas City, MO | 01/2021 – 12/2023

- Developed and launched onboarding processes, including a supervisor onboarding framework, new-hire checklist, and survey approach designed to improve consistency and employee integration.
- Managed multiple cross-functional programs involving leadership, HR, operational teams, and program participants while maintaining timelines, documentation, compliance, and stakeholder communication.
- Produced workforce analytics and executive reporting to evaluate programs, identify trends, and support organizational planning and decision-making.
- Authored and improved Standard Operating Procedures (SOPs), translating complex requirements into clear, repeatable processes that improved operational consistency.

- Supported mentoring, team-building, employee development, and workforce initiatives designed to strengthen engagement and organizational capability.

Physical Science Technician — United States Department of Agriculture, Kansas City, MO | 07/2019 – 01/2021

- Authored and implemented SOPs, trained team members on technical processes and compliance standards, and reinforced learning through hands-on instruction.
- Managed 1,200+ samples with strict quality, documentation, and chain-of-custody requirements while consistently meeting time-sensitive operational deadlines.

Program Assistant — United States Department of Agriculture, Kansas City, MO | 12/2015 – 07/2019

- Coordinated national-level data collection initiatives, supported quality and compliance operations, and independently developed an employee awareness initiative.
- Earned four USDA SPOT Awards for performance and contributions to mission-critical work.

City Carrier Assistant — United States Postal Service, Kansas City, MO | 03/2014 – 12/2015

- Managed end-to-end resolution of customer complaints and maintained accuracy in financial and administrative processes under strict policy compliance.

Operations Supervisor, Healthcare Services — Medical West Respiratory | 09/2013 – 03/2014

- Supervised day-to-day operations in a healthcare services environment, trained employees, coordinated resources and vendors, provided HR guidance, and improved operational processes.

Military Police Investigator / Squad Leader — United States Army | 02/2006 – 02/2011

- Led, trained, coached, and evaluated a 13-Soldier team; delivered briefings, reinforced standards, resolved complex problems, and maintained readiness in high-pressure environments.
- Coordinated investigations and information-sharing with military and civilian law-enforcement partners, requiring strong facilitation, judgment, communication, and stakeholder management.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Science, Management & Leadership — Western Governors University

Bachelor of Science, Criminal Justice — Upper Iowa University

Associate Degree, Environmental Health & Safety — Maple Woods Community College

Graduate School USA: Project Management Essentials (2023) | Federal Staffing & Placement (2023) | Federal Human Resources Management (2022)