

# MONICA L. SIMON

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## PROFESSIONAL EXPERIENCE

**ADJUNCT INSTRUCTOR** 2018 to Present  
**National Transit Institute (NTI) Rutgers University**  
New Brunswick, New Jersey

Classroom instructor for the Institute's *Understanding the ADA* Americans with Disabilities Act course.

**PRINCIPAL** 1999 to Present  
**SIMON and SIMON Resources, Inc.**  
Elkridge, Maryland

SIMON & SIMON Research and Associates, Inc. (dba SIMON and SIMON Resources, Inc.) is a management consulting practice specializing in organizational development, instructor-led training, instructional design, and customer satisfaction measurement. Essential functions of this position include, but are not limited to:

- Accomplished change agent responsible for conducting organizational and needs assessments and process consultations to transit and private industry clients
- Expert level instructor for Americans with Disabilities Act (ADA) employment courses, and Americans with Disabilities Act (ADA) transportation and sensitivity courses for Maryland Transit Administration (MTA), Access Services; Washington Metropolitan Area Transit Authority (WMATA), Mississippi Department of Transportation and others.
- Leadership, communications and soft skills instructional designer and facilitator
- Certified John Maxwell Team Leadership Coach, Trainer and Maxwell DISC Consultant
- Consultant and collaborative partner to senior leadership, providing recommendations for organizational effectiveness; compliance with federal regulations and team development
- *Everything DiSC* and *Five Behaviors of a Cohesive Team* Solutions Facilitator skilled with giving feedback to managers and teams
- Experienced qualitative researcher, utilizing qualitative methods (focus groups, interviews, surveys) to measure customer satisfaction and identify areas for organizational improvement
- Creator and manager of “mystery ride” longitudinal customer service research in the United States and Canada; providing clients with monthly research reports and areas for improvement
- Familiarity with MBTI and additional feedback assessment tools; emotional intelligence concepts and theories

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## EDUCATION

### MASTER OF SCIENCE, ORGANIZATIONAL LEADERSHIP

Johns Hopkins University School of Education  
Baltimore, Maryland

### MASTER OF BUSINESS ADMINISTRATION STUDIES IN ORGANIZATION DEVELOPMENT

Johns Hopkins University Carey School of Business  
Baltimore, Maryland

### BACHELOR OF ARTS, PSYCHOLOGY

American University  
Washington, D.C.

## VOLUNTEER EXPERIENCE

### CHAIR AND TRUSTEE

2018 to Present

### BOARD OF TRUSTEES

2014 to 2018

St. Elizabeth School  
Baltimore, Maryland

### CO-CHAIR, ACCESSIBILITY COMMITTEE

2017 to 2019

Conference of Minority Transportation Officials (COMTO)  
Washington, D.C.

## RECENT FACILITATION AND PRESENTATIONS

*The ADA Paratransit Eligibility Process- Putting It into Place*, Colorado Association of Transit Agencies (CASTA) Fall Conference, Keystone, Colorado. September 2019.

*Everyone Communicates, Few Connect*, Mid-Level Manager Leadership Workshop, American Public Transportation Association Rail Conference, Toronto, Canada, June 2019.

*Everyone Communicates, Few Connect*, Mid-Level Manager Leadership Workshop, American Public Transportation Association Mobility Conference, Louisville, Kentucky, May 2019.

*A Look to the Future Workforce: Developing Transit Trainers and Instructors*, National Transit Institute Transit Trainers Workshop, Seattle, Washington, November 2018.

*Dignity and Respect Workshop* (Co-Facilitator), American Public Transportation Association Mobility Conference, Tampa, Florida, May 2018.

*Everyone Communicates, Few Connect*, Mid-Level Manager Leadership Workshop, American Public Transportation Association Mobility Conference, Tampa, Florida, May 2018.

*Crafting Effective Surveys and Focus Groups*, Colorado Association of Transit Agencies (CASTA) Spring Conference, Fort Collins, Colorado, May 2017.

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## CERTIFICATIONS

### MEDIATOR

*Basic Mediation and Conflict Resolution (40 hours)*

*Restorative Reflection / Restorative Dialogue Techniques in Mediation (20 hours)*

Howard County Community College

Columbia, Maryland

## PROFESSIONAL DEVELOPMENT

*Certificate in Coaching*

American Society for Training and Development (ASTD)

Alexandria, Virginia

*Focus Group Research Methods with Dr. Richard Kreuger*

University of South Florida

Tampa, Florida

*Delivering Diversity Training*

*Diversity Awareness*

*Developing Effective Training*

*The Law of EEO*

Cornell University School of Industrial and Labor Relations

New York, New York

## PROFESSIONAL ASSOCIATIONS AND MEMBERSHIPS

American Public Transportation Association (APTA)

Conference of Minority Transportation Officials (COMTO)

Association for Talent Development (ATD)

Society for Human Resources Management (SHRM)

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