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May 12, 2015

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## **CSCF FLORIDA TRADE GRANT COORDINATOR ANNMARIE O'BRIEN RECEIVES NATIONAL AWARD FOR ENHANCED CUSTOMER SERVICE**

**Orlando, FL** – Annmarie O'Brien, Florida TRADE Grant Coordinator for CareerSource Central Florida, was recently named the 2015 Jodi Spiegel Enhancement of Customer Service Award winner by the National Association of Workforce Development Professionals, or NAWDP, at its annual conference held earlier this month. The award recognizes individuals who directly affect the customers of the workforce development system through enhanced assessment strategies, customer focused procedures, case management systems, and related services.

Annmarie was selected as the national winner from among applicants from across the country.

"This is such an honor, because it as much reflects the incredible efforts of the amazing CareerSource Central Florida leadership and team members who work hard every day to provide the highest level of customer service in all we do," said O'Brien. "This work is life-changing. Our country was founded on manufacturing, and now we're seeing its reemergence after years of decline. Working with people and connecting them with careers in the emerging, high-tech industry that is manufacturing today, and seeing more women than ever making careers in this industry...I just feel so privileged for this opportunity."

Annmarie started the program through a partnership with Valencia College from concept in late 2013 as a team of one, and has grown it into the second most successful such program in the State.

*Excerpts from her nomination:*

*"When Annmarie was offered the opportunity to take on this program a year-and-a-half ago, she did so knowing three things: 1) that it was basically a one-person operation, 2) that she had little-to-no working knowledge of the manufacturing industry, and 3) that it was an opportunity to change lives in an extraordinary way. So Annmarie did what Annmarie does best - she learned. She organized. She planned. She networked. She researched. She shared. She strategized. And she got to work immediately."*

*"In addition to educating students on the realities of manufacturing versus outdated perceptions, one of her goals is to attract more employers to the program. She aims to get people employed and provide employers with qualified, well-trained talent. She's also working on procuring additional grants and is looking for ways to potentially incorporate the G.I. Bill into assisting, to expand the program to be able to serve more interested applicants."*

*"Annmarie says that "Students are acquiring skills that they are taking with them to local companies and the community." That's making a difference on every level, from individual, to the profession, and the*

*community.”*

The Florida TRADE Grant program is offered through the Department of Labor grant at a reduced cost to those who meet certain requirements, and provides accelerated training that can be completed in 3-6 months (depending on the program) in the dynamic field of advanced manufacturing, including Certified Production Technician, Computer Numerical Control (CNC) Production Specialist, and Quality and Inspection Specialist.

The National Association of Workforce Development Professionals advocates for the workforce industry and develops the professional capacity of workforce professionals seeking the highest standards of excellence in credentialing, applied learning opportunities, and cutting edge tools to excel in serving job seekers and business.

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*CareerSource Central Florida offers tools to find jobs and advance careers for residents of Lake, Orange, Osceola, Seminole and Sumter counties. On average, the organization provides nearly 8,800 job seekers each month with services such as an online job bank, career counseling, recruitment events, training, financial aid, career assessments and internships. It also assists an average of 1,300 employers each month with recruitment, retention and training. For more information, visit [www.CareerSourceCentralFlorida.com](http://www.CareerSourceCentralFlorida.com).*

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