

DARRAH-HELENA LOBO

Adult Education • Training & Facilitation • Workforce Development • Federal Program Management

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PROFESSIONAL PROFILE

Adult educator, facilitator, and federal program professional with more than 15 years of experience across government service, workforce training, youth education, program leadership, and administrative operations. Designs learning around real-world practice, learner experience, accessibility, questioning, and scenario-based problem solving. Current M.Ed. student in Adult & Career Education with a Workforce Education & Development focus.

TRAINING & FACILITATION HIGHLIGHTS

- Designed and facilitated adult learning for federal civilian and military audiences using discussion, experiential activities, scenarios, reflection, and learner-led discovery rather than lecture-only delivery.
- Redesigned and facilitated Spoon Theory training around participant experience and discussion; the team continued using the shared language months after the session.
- Created a hands-on communication exercise that intentionally reduced opportunities for clarifying questions so participants could experience the impact of unclear instructions and reflect on their own assumptions.
- Adapted OPSEC learning activities into parallel word-based and number-based formats so participants could choose the modality that best matched how they process information while practicing the same reasoning skill.
- Developed practical travel training using a mock Defense Travel System environment, giving members a safe place to build travel documents and make mistakes before real-world consequences.
- Earlier lead-teacher experience included mentoring assistant teachers completing Child Development Associate (CDA) portfolio and classroom-practice requirements.

INSTRUCTIONAL APPROACH

Learner-centered and practice-based: start with what the learner already knows, create accessible ways to engage with the material, use real or simulated experience whenever possible, and treat questions and reflection as part of the learning rather than as an afterthought.

CORE STRENGTHS

Adult Learning & Development • Training Design • Facilitation • Experiential Learning • Universal Design for Learning • Workforce Development • Coaching & Mentoring • Program Management • Communication • Process Improvement • Government Compliance

PROFESSIONAL EXPERIENCE

Unit Program Coordinator | Apr 2019–Present

4th Contracting Squadron, Department of the Air Force — Seymour Johnson AFB, NC

- Manage more than 40 administrative, readiness, compliance, and mission-support programs while advising leaders and members on requirements, process improvements, and recurring training needs.
- Serve as OPSEC subject-matter expert and group-level program manager supporting six squadrons; develop and deliver training, coach unit representatives, and translate policy requirements into usable practices.
- Design job aids, standard operating procedures, checklists, templates, and learner-centered guidance for complex processes including travel, equipment accountability, personnel actions, safety, and compliance.
- Use hands-on exercises, discussion, and after-action reflection to strengthen communication, critical thinking, and readiness in government and military training environments.
- Completed a process-improvement project that resolved a multi-year IT asset accountability problem and standardized local procedures for tracking, repair, exchange, and lifecycle management.

PROFESSIONAL EXPERIENCE — CONTINUED

Operations Clerk | Jun 2017–Apr 2019

4th Force Support Squadron, Department of the Air Force — Seymour Johnson AFB, NC

- Managed daily customer-service and front-desk operations for a 200+ member program, helping families navigate eligibility, enrollment, installation services, and community resources.
- Prepared reports, correspondence, spreadsheets, and administrative products; researched requirements and presented accurate information to customers, program managers, and senior leaders.
- Tracked attendance, records, funds, applications, and program data to support resource planning, compliance, and timely decision-making.
- Built cooperative relationships across military, civilian, and community organizations, improving referrals to helping agencies and support services.

Director & Program Coordinator | Sep 2014–Sep 2015

Focused Intervention, Inc. — Goldsboro, NC

- Directed a 21st Century grant-funded STEM program serving at-risk youth and supervised up to 15 certified staff members.
- Planned educational programming around enrollment, community needs, staffing, grant requirements, and available resources; recruited outside agencies to expand learning opportunities.
- Improved inventory and procurement processes to reduce grant spending and better align resources with program needs.

EDUCATION

Valdosta State University — M.Ed., Adult & Career Education | Workforce Education & Development | 2026–Present

University of Mount Olive — B.S., Business Management | Minor: Human Resource Management | 2017

Central Texas College — A.A.S., Early Childhood Professions | 2012

SELECTED PROFESSIONAL DEVELOPMENT

- Emerging Leader Course (ELC) 26C, Department of the Air Force — 2026
- Air Force Operations Security (OPSEC) Course, in residence, Hurlburt Field, FL — Dec 2023
- Lead/Organizational Defense Travel Administrator Training, CACI International — 27.5 hours, Dec 2021
- Ongoing graduate study in adult learning, learning theory, workforce education, instructional accessibility, and learner-centered facilitation — Valdosta State University

LEADERSHIP & SERVICE

President, National Association of Independent Labor (NAIL) Local 7 | 2023–Present

- Lead member communication, representation, problem solving, education, and advocacy in a federal workplace environment.
- Translate policy, procedural, and workplace issues into understandable guidance while supporting members with different experience levels and learning needs.

SELECTED RECOGNITION

- Air Combat Command Superior Performer — 2021 & 2023
- 4th Fighter Wing Civilian of the Year, Category I — 2021
- Civilian Volunteer Excellence Award — 2020
- North Carolina Governor's Volunteer Service Award — 2020
- Presidential Volunteer Service Award, Lifetime Achievement — 2020
- 9th Air Force Diversity and Inclusion Award — 2019 Education-Focused