

**CLIENT NAME**

A Businesswoman who is

Xyz Address  
City, State  
Phone / Cell  
email

A strong and pro-active leader  
An accomplished team builder and problem solver  
Creative and pioneering in achieving strategic initiatives  
Passionate about improving processes and

**MANAGER / DIRECTOR**

Decisive, results-oriented management professional with over 20-years of practical experience. Operational leader for the delivery and support of a \$225M revenue stream. Led highly skilled, cross functional teams in the design, development and launch of new business systems and processes across multiple states. Effectively combine leadership, program and project management, and strategic development skills.

*PROFESSIONAL STRENGTHS:*

*Project Management  
Customer Service Management  
Lead by Example*

*Process Efficiency  
Change Agent  
Corporate Training*

*Strategic Planning  
Problem Resolution  
Analytical*

**CAREER DEVELOPMENT**

Independent Contractor 2006 to present  
**Project Manager**  
Plan, execute and ensure the success of high priority projects.

Notable Achievements

- Improved profitability and efficiency, and expanded capabilities of 3 small businesses.
  - Led entrepreneurs in realigning business focus to achieve stated goals.
  - Rebuilt and deployed financial models to enhance accountability and reporting capabilities.
  - Enhanced automation by recommending and implementing software solutions to improve overall business processes.

Marturion Motorsports, LLC, Colorado Springs, CO 2005 to 2006  
**General Manager**  
*Directed overall corporate operations and the development of systematic business processes to achieve strategic goals.*

Notable Achievements

- Managed programs to implement on time and within budget.
  - Enhanced pricing structure, increasing net revenue margins by 22%.
  - Implementation of work procedures and processes to support company and department standards and goals.
  - Managed corporate web site development.

Premiere Global Services, Inc., Colorado Springs, CO 2000 to 2005  
**Director, Service Support, 2004-2005**  
*Directed Tier 1 and 2 Technical Support Team and Network Operations Control Center, and managed \$19M hardware systems in support of Premiere's #1 product line.*

Notable Achievements

- Led operations teams to achieve \$1M in cost savings, increase in customer satisfaction rating to 99.7% and improve employee retention by 3%.
  - Reorganized business unit to consolidate roles, teams, and eliminate redundancies.
  - Led the development of enhanced systems and quality metrics to drive continuous improvement.
  - Built in scalability to accommodate mergers and acquisition activity and organic growth.

- Managed the deployment of the company's first Network Operations Control Center (NOCC).
  - Led research and analysis of business need, industry standard practices, and current operating practices.
  - Defined strategic goals and led the development of tactical plan for phased deployment of new systems and associates.
  - Managed teams in defining severity levels and deploying company-wide escalation procedures.
- Managed IT improvement projects to increase systems up-time, avoid high impact failures and develop reliable Disaster Recovery procedures.
  - Introduced an After Action Review (AAR) process to identify vulnerabilities in company-wide processes and systems.
  - Directed the implementation of 6 AAR's that identified 26 mission critical failure points.
  - Drove the correction and improvement projects that resulted in increased system performance and stability.
  - Delivered monthly "Stop / Go Light Report" and Quarterly status presentation to Executive staff.

**Director, Enhanced Services, 2001-2003**

*Directed the operations of 5 departments and operational budgets of over \$5M; with accountability for the delivery and support of 17 products and services, and 68 geographically-dispersed associates.*

Notable Achievements

- Immediately addressed excess spending by reducing operational costs 30%.
  - Reorganized and revitalized cross-functional departments based on systems automation, mergers and acquisition activity, and reductions in force.
  - Consolidated operational budgets to align expenses across departments.
  - Reduced payroll costs by creating and implementing an incentive bonus plan and developing career paths from entry level to senior management level.
- Outsourced custom product delivery, achieving 50% annual cost savings and increased capabilities.
  - Managed strategic vendor selection process and negotiated contractual and service level agreements to include pricing and quality expectations.
  - Managed the transition of work to vendors, achieving zero negative client impact.
- Directed the development of the company's first automated quality management system.
  - Presented plan and justification to gain executive support for the project.
  - Led cross-functional team in the definition and documentation of standard operating procedures (SOP).
  - Directed the development and testing of a central data repository and user interface.
  - Successfully deployed quality system across multiple departments.

**Director, Internet Services, 2000-2001**

*Directed the management of programs/projects to deploy a new technical support team.*

Notable Achievements

- Developed industry first, integrated, web conferencing technical support organization.
  - Managed technical team to create new support tools.
  - Integrated business processes across company platforms.
  - Led training effort for client services organization for effective customer interface.

Motorola, Inc., Schaumburg, Illinois

1991 to 2000

**Project Manager, Continuing Education, 1998-2000**

*Managed the administration of the US Education Assistance Program.*

Notable Achievements

- Led core process redesign to centralize program administration.
  - Managed the development of common administration processes and central data repository.
  - Core member of vendor selection and transition team achieving a seamless transition of work to vendor.

- Managed vendor relations ensuring a continued and improved focus on quality measurements exceeding internal and client expectations of 99% or better.

**Project Manager, Quality Initiatives, Corporate Quality Assessor, 1997-1998**

*Led implementation team in the deployment of a regional ISO 9000 compliant quality system.*

Notable Achievements

- Directed development of standard operating procedures, process integration and electronic document storage.
  - Partnered with department heads to define and document business process.
  - Managed development, testing and deployment of electronic document storage system.
  - Quality system recognized as “above average” and “very comprehensive”. Recognized by peers with a monetary award for an Outstanding Achievement.
- Corporate Internal Auditor for compliance with ISO 9000 and Malcolm Baldrige standards.

**Account Manager, 1996**

*Developed and managed internal client relations.*

Notable Achievements

- Standardized a procedure to coordinate international training logistics that enabled accurate reporting. Recognized by my client with an award for Outstanding Customer Care.

**Training Specialist, 1995**

*Managed the delivery and support of over 1,000 internal training classes per year.*

Notable Achievements

- Decreased class cancellations 12% over the previous year by improving the Annual Training Schedule and Course Catalog. Recognized by Senior Management with a monetary award for Outstanding Performance

**Mortgage Lending Officer, 1991-1995**

*Introduced new mortgage lending programs and products, and managed client approval process.*

Notable Achievements

- Decreased overall cost to client 30% by negotiating vendor service contracts based on exclusivity, performance and volume.

## **EDUCATION**

- Master Certificate, Project Management, George Washington University, Washington DC
- B.B.A., Business Operation and Management, DePaul University, Chicago, IL

## **PROFESSIONAL DEVELOPMENT**

- Developing Executive Leadership, American Management Association
- The Leadership Grid Seminar, Grid International, Inc.
- Leadership Training for Managers, Dale Carnegie
- Leadership, Management, Training, Quality Management coursework, Motorola University

## **OTHER RELEVANT EXPERIENCE**

Mid America Title Company, Crystal Lake, IL 1990 to 1991  
**Escrow Officer**

Home Federal Savings of Elgin, Crystal Lake, IL 1984 to 1990  
**Assistant Branch Manager**

## **REFERENCES**

Available upon request.