RESUME OF
RICHARD QUINN BARRETT
4828 63rd Street
Urbandale, Iowa 50322
Phone: (515) 251-3185 (H)
(515) 282-8903 (W)
email address: sharrett@netins.net

CAREER HIGHLIGHTS

q Over eight years of legal experience
q Three and one-half years experience as an Associate Attorney
q Top 16% of Law Class
q LL.M. in Taxation
q Ten years of accounting experience
q CPA, CIA, and CMA designations

EMPLOYMENT

BROADLAWNS MEDICAL CENTER: Des Moines, Iowa, 2000-present. CONTRACT MANAGER

q Analyze legal and financial consequences of hospital contracts
q Conduct legal research and make recommendations
q Participate in special projects and committees related to healthcare

WHITFIELD & EDDY: Des Moines, Iowa, 1999-2000. ATTORNEY.

q Conducted legal and tax research
q Drafted discovery documents
q Provided litigation support
q Drafted wills, estate documents

KPMG, PEAT MARWICK: Des Moines, Iowa; 1998-1999. SENIOR TAX SPECIALIST.

q Conducted Tax research.
q Prepared individual, partnership, and trust returns.
q Engaged in Personal financial planning.

ELDERKIN & PIRNIE, PLC: Cedar Rapids, Iowa; 1996-1998. ATTORNEY.

q Prepared trial briefs and motions.
q Conducted legal research.
q Prepared individual and partnership returns.
q Trial practice in domestic relations cases and small claims.

q General practice areas: Litigation, domestic law, and taxation.
q Drafted wills and planned estates.

STATE OF IOWA, JUDICIARY DEPARTMENT (EIGHTH DISTRICT): Burlington, Iowa; 1995-1996. (One year appointment). JUDICIAL LAW CLERK.

q Conducted legal research in civil and criminal law cases.
q Drafted proposed rulings on Motions for Summary Judgment and Judicial Reviews.

MARQUARDT & ASSOCIATES: Kansas City, Missouri; 1994-1995. LAW CLERK.

q Conducted legal research.
q Drafted proposed briefs.
q Filed legal documents.

THE LOS ANGELES COUNTRY CLUB: Los Angeles, California; 1988-1993. ASSISTANT CONTROLLER.

q Supervised all accounting functions.
q Performed account analysis.
q Prepared bank reconciliations.
q Prepared state sales tax and bed tax returns.
q Prepared workpapers for external audits.

TICOR TITLE INSURANCE COMPANY: Los Angeles, California; 1986-1988. INTERNAL AUDITOR.

q Performed internal audits of corporate branch offices and agencies.
q Prepared audit reports for management review.

PUBLIC ACCOUNTING

VANSCHOONEVELD & COMPANY: Denver, Colorado; 1985-1986. STAFF ACCOUNTANT.

q Performed audits, reviews and compilations for governmental entities.

BENSON & NEFF: Burlingame, California; 1984-1985. STAFF ACCOUNTANT.

q Prepared state and federal tax returns for individuals and partnerships.
q Conducted audits, reviews, and compilations.

EDUCATION

MASTERS OF SCIENCE (M.S.) HEALTH SERVICES ADMINISTRATION, University of St. Francis, Joliet Illinois; Coursework completed June, 2004. Degree to be awarded August, 2004.

MASTERS IN LAWS (LL.M.) TAXATION, University of Missouri-Kansas City, Kansas City, Missouri; May, 1995.

JURIS DOCTOR (J.D.), Whittier College School of Law, Los Angeles, California; July, 1993.

MASTERS OF ARTS (M.A.) ACCOUNTING, University of Iowa, Iowa City, Iowa; May, 1984.

BACHELOR OF ARTS (B.A.) ECONOMICS, Drake University, Des Moines, Iowa; December, 1978.

PROFESSIONAL CERTIFICATIONS

q C.P.A.
q C.M.A. (Certified Management Accountant)
q C.I.A. (Certified Internal Auditor)
q Iowa State Bar (Current)
q California State Bar (Former)

ACADEMIC HONORS

GRADUATE SCHOOL
q Beta Alpha Psi (Honorary Accounting Fraternity)
q 4.00 G.P.A. (University of St. Francis)

LEGAL
q Dean's List
q Honor Roll
q American Jurisprudence Award-Civil Procedure II, Constitutional Law II
q Phi Delta Phi (Honorary Legal Fraternity)
q Top 16% of Class.

UNDERGRADUATE SCHOOL
q Dean's List
q Omicron Delta Epsilon (Honorary Economics Fraternity).

SALLY BYERLY BECKER

409 S. Hanson Blvd.
Odebolt, IA 51458

Home Phone: (712) 668-2819
Business Phone: (712) 668-2827
E-mail: becker@netins.net

EDUCATION

- MA--Iowa State University, Ames, Iowa; August 3, 1991; English major, Business and Technical Writing emphasis; 3.96 GPA
  - *Business and Technical Writing courses:*
    - Teaching Business and Technical Writing
    - Writing Manuals and Instructional Materials
    - Editing Principles and Practice
    - Thesis Title: *An Application of the Research in Readability to Produce a Job Description Manual*
  - *Related Courses:*
    - Language, Society, and Education
    - Research Methods in Rhetoric and Professional Communications
    - Advanced Communications
- BAE--Wayne State College, Wayne, Nebraska; April, 1970; Speech major, English minor

EXPERIENCE

1980 to present	Odebolt Arthur High School, Odebolt, IA; Full-time Teacher
1999 to present	Western Iowa Tech; Cherokee, IA; Adjunct Teacher
1997 to present	Western Iowa Tech; Denison, IA; Adjunct Teacher
1996 to present	Des Moines Area Community College; Carroll, IA; Adjunct Teacher
1996 to 1998	Siefer Consultants; Storm Lake, IA; Free-lance Writing Position

PROFESSIONAL ASSIGNMENTS

- High School Classroom
  - AP Language and Literature
  - College Prep Composition
  - Technical Writing
  - AP Language and Composition
  - Short Fiction
  - Contemporary Literature
  - Mass Media
  - Career Writing
  - English 10
- Community College Classroom
  - Composition I
  - Introduction to Literature
  - Computer Applications
  - Composition II
  - Speech
  - Interpersonal Communications
- University of Phoenix Online
  - COMM 215 (Essentials of College Writing)
  - COMM 101 (Written Communication)

PROFESSIONAL ACCOMPLISHMENTS

❒ 1998-99	Selected as one of 25 Mandel Fellows from teachers across the U.S. (United States Holocaust Memorial Memorial Museum; Washington, D.C.)
❒ 1999	Presented at the National Council of Teachers of English National Convention (Denver, CO)
❒ 1999	Presented at the IMEA Conference
❒ 1998	Presented at the Eighth National Alumni Conference on Holocaust and Jewish Resistance;
❒1997	Selected to participate in the Holocaust and Jewish Resistance Summer Seminar (Traveled with Vladka Meed and 45 selected U.S. teachers to Poland and Israel)
❒ 1997	Selected as a member of the Odebolt-Arthur Needs Assessment Committee
❒ 1997	Presented at the Teachers' Institute on Israel, Judaism, and the Holocaust (Des Moines, IA)
❒ 1997	Presented at the School Board Needs Assessment
❒ 1996 to present	Sponsored Educational Student European Trips
❒ 1995-1996	Selected as a member of the Iowa Department of Education New Standards Portfolio Project
❒ 1992	Selected as a member of the Odebolt-Arthur Superintendent Search/Selection Committee
❒ 1992 to present	Reviewed textbooks for Southwestern Publishing Company
❒ 1990	Revised the Odebolt-Arthur Student Handbook
❒ 1990	Researched, wrote, and designed the Odebolt-Arthur Extra-Curricular Activity Handbook;
❒ 1985	Collaboratively wrote the Odebolt-Arthur Staff Evaluation
❒ 1985-1992	Selected as a member of the Scholarship Selection Committee
❒ 1984 to present	Wrote Curriculum

- Advanced Placement Composition & Literature
- College Prep Composition
- Mass Media
- Contemporary Literature
- World Literature
- Career Writing

PROFESSIONAL SKILLS

❒ Research, Writing, and Editing

- MLA
- APA
- *Chicago Manual of Style*

❒ Alternative Teaching Styles

- Designing, creating, and maintaining educational websites for Internet classes
- Individual and group conferencing via programs such as Yahoo Messenger and MSN Messenger

- ❒ Technology
  - • Word, Excel, Pagemaker, Access
  - • PowerPoint
  - • Color It, PaintShop Pro, Adobe Photoshop
  - • PageMill, HTML, Web Design
  - • Digital Camera (photography, computer input, document implementation)

MEMBERSHIPS

- ❒ Phi Kappa Phi, Iowa State University Chapter
- ❒ Iowa State Alumni Association
- ❒ Alpha Delta Kappa
- ❒ United States Holocaust Memorial Museum

Victoria A. Bjerke

609 E Broadway, Decorah, IA, 52101
Email: vbjerke165@hotmail.com
Phone (563) 387-0417 Mobile (563) 419-1287

Education

PhD, Capella University, Minneapolis, Minnesota
- September 2006
- School of Business, PhD in Organization & Management
- Dissertation Topic: Assessing the Role of Organizational Culture in the Market Orientation of Midwestern Hospitals

M.B.A., University of Wisconsin – LaCrosse, LaCrosse, Wisconsin
- August 2002 graduation

B.A., University of Wisconsin – Stevens Point, Stevens Point, Wisconsin
- December 1995 graduation
- Majors: Arts Management (visual art emphasis) and Communications (advertising/public relations emphasis)
- Minors: Business Administration & Visual Art
- Honors: Chancellors Leadership Award (1995), University Leadership Award (1993 and 1994), National Association for Campus Activities Outstanding Student Award (1995)

Teaching Experience

Adjunct Instructor,
DeVry University Online, July 2005 to present
- Provide online instruction to students of diverse backgrounds in the area of healthcare marketing and business management
- Provide curriculum redesign services (redesigned Health Care Marketing/Planning course in Spring 2006)

Marketing/Management Instructor,
Northeast Iowa Community College, Calmar, Iowa, August 2002 to present
- Provide instruction to students of diverse backgrounds in the areas of marketing, management, and computer applications
- Provide online curriculum design services
- Teach in face-to-face, online, and teleconferencing delivery formats

Business Instructor,
Mid-State Technical College, Wisconsin Rapids, Wisconsin, January 2008 to present
- Provide instruction to students of diverse backgrounds in the areas of marketing, management, and computer applications
- Provide online curriculum design services

Other Experience

Marketing/Management Consultant,
Freelance, May 2002 - present

- Provide marketing expertise to a variety of clients to facilitate the development of effective, customized marketing programs
- Provide marketing services to clients including market research, graphic design, and copy/public relations writing
- Provide business assessment and planning services to clients
- Provide project management services to clients including project facilitation, planning, and grant writing

Director of Marketing and Grants,
Dorian Opera Theatre, Decorah, Iowa, October 2001 – December 2003

- Coordinated all marketing communication activities including public relations and advertising
- Researched funding sources and wrote proposals for grant funding
- Assisted the Board of Directors and Managing Director with fund development activities

Marketing/Communications Coordinator
Winneshiek County Memorial Hospital, Decorah, Iowa, January 1998 – May 2001

- Developed, executed, and evaluated organizational marketing communication plans
- Designed, wrote, and produced various marketing pieces including newsletters, advertisements, press releases, direct mail pieces, and trade show displays
- Conducted market research including research design, data collection, analysis, and reporting
- Worked closely with department managers and administration to develop department-specific marketing strategies and tactics

Interim Director of Development
Winneshiek County Memorial Hospital, Decorah, Iowa, January 1998 – July 1999

- Responsible for the planning, coordination, and evaluation of special events
- Responsible for the recruitment and support of volunteers for various special even committees
- Conducted grant research and proposal writing
- Designed direct mail solicitations

Institutional Service

- Faculty Development Committee
- Online Committee
- Student Engagement Roundtable Facilitator
- Strategic Planning Committee
- Program Review Committee
- Focus Group Facilitator
- Customer Service Task Force

Courses Taught

- Planning and Marketing for Health Services Organizations
- Principles of Marketing
- Principles of Advertising
- Seminar in Electronic Marketing
- Seminar in Entrepreneurship
- Leadership Skills
- Principles of Management
- Business Law I
- Introduction to Business
- International Business
- Techniques of Training
- Producing Training and Job Aids
- Intro to Computer Business Applications
- Microsoft Office - Introduction
- Introduction to Data Processing

Professional Development

- Educational Psychology, 2010
- DeVry University Online New Faculty Training, 2005
- Student Achievement Grounded in Equity Workshop, 2004
- Professional Teaching Practice Seminar, Capella University, 2004
- Teaching and Learning with Diverse Populations, Capella University, 2004
- Methods and Theories of Educating Adults, Capella University, 2004
- Focus Group Facilitator Training, 2004
- WebCT Platform Training, 2003
- Iowa Communications Network Training, 2003

References

- Student and professional references available on request

SHERRY D. BUELL

1108 N. Connor Trail, Sioux Falls, SD 57103 ✪ (605) 254-8581 ✪ sbuell@iowalakes.edu

OBJECTIVE

To put to maximum use my strong abilities as educator, facilitator, and communicator within a dynamic educational institution dedicated to facilitating the personal and professional growth of its students.

POSITION DESIRED

Adjunct - On-line Professor in the field of Human Resources Management/Leadership

EDUCATION

University of St. Thomas – Minneapolis, Minnesota
Ed.D., Leadership, Policy and Administration
ABD: course work completed: July 2006 –graduation date, May 22, 2010
Dissertation: *What Does It Mean to Be A Retired Naval Officer Transitioning into the Civilian World?*
Concentration on Communication and Leadership Theories
Committee Chair, Dr. Robert Brown, University of St. Thomas

Augustana College - Sioux Falls, South Dakota
Masters of Selective Studies, Business Communications
Graduation: May 1989

Columbia College – Columbia, Missouri
Bachelors of Arts, Business Administration
Graduation: December 1985

AREA of RESEARCH INTEREST

Communication Theory, Gender & Family Communication, and Leadership Theory

AREAS of TEACHING INTEREST

Business, Leadership and/or Communication courses to include: Speech, Interpersonal, Small Group Development, Organizational Communication, Business Communication, Personal Development, Managerial Communication and Intercultural Communication courses.

Hold the credentials to teach in the following disciplines:

Business (strong concentration in the Human Resources field)
Communications
Leadership

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TEACHING EXPERIENCE

Online Adjunct Faculty 2003 – Present
DeVry University – Chicago, Illinois
Professional Business Writing, ENGL 227

Online Adjunct Faculty 2003 – Present
Fort Hays State University – Fort Hays, KS
Total Compensation – MGT 613
Recruitment, Selection and Retention – MGT 612

Adjunct Faculty 1998 - Present
Iowa Lakes Community College – Estherville and Spirit Lake, Iowa

Face-to-Face: Developed and teach Fundamentals of Oral Communications, Human Resource Management, Human Relations, Public Relations, Time Management, Stress Management, Managing Change, Supervision, Leadership Development, Quality Management, and Interpersonal Skills.

Online: Developed and teach Leadership Development, Interpersonal Skills, Introduction to Business, Human Relations, Human Resource Management, Fundamentals of Oral Communication and Public Speaking.

Adjunct Faculty 1998 - 2009
Buena Vista University – Storm Lake, Iowa
Organizational Behavior/Organizational Theory
Organizational Communication
Persuasion
Human Resource Management
Conflict Management

PROFESSIONAL EXPERIENCE

Human Resource Manager, Avera McKennan, Sioux Falls, South Dakota 2007 - 2010

- Assisted Avera system hospitals and clinics in the realm of Human Resources as special project manager.
- Worked .5 as Human Resource Coordinator in the area of leave requests to include: Family Medical Leave Act, Educational Leave, Military Leave and Personal Leave.

Director of Human Resources and Safety 2005 – 2006
Rembrandt Enterprises, Inc., Rembrandt, Iowa

- Responsible for approximately 120 employees in all areas of personnel management and safety issues. These areas included handbook and policy manual development, compensation and benefit administration, the interview and hiring process, new employee orientation, corrective action, staff reductions and education/promotions as well as all the training and implementation of OSHA policies and procedures.

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Director of Dickinson County Education and Training 2000 – 2004
Iowa Lakes Community College, Spirit Lake, Iowa

- Coordinated and developed professional continuing education courses for the Dickinson County workforce.
- Developed and facilitated customized training programs designed to meet the specific needs of local organizations.
- On-site coordinator for the Indiana Consortium satellite course program being brought to Iowa Lakes Community College at the Dickinson County Center in Spirit Lake, Iowa. This program will allowed students to participate in not-for-credit, undergraduate and graduate education programs.
- Managed the incorporation of a Masters of Science in Business Administration program from Southwest State University in Marshall, MN.
- Developed the curriculum for and served as Coordinator, Leadership Management Certificate and the Human Resources assistant Certificate.

Director of Human Resources 1999 – 2000
Avera McKennan, Sioux Falls, South Dakota

- Assisted Avera system hospitals and clinics in the realm of Human Resources.
- Team member instrumental in developing the Human Resources Department for Innovis Hospital in Fargo, North Dakota. Built the department from the ground up by establishing a compensation and benefits program, developing the employee handbook and policy manual, and personally performing over 200 interviews, ultimately hiring a staff of 310 employees.

Director of Human Resources 1998 – 2000
Avera Holy Family Hospital, Estherville, Iowa

- Responsible for approximately 220 employees in all areas of personnel management. These areas included handbook and policy manual development, compensation and benefit administration, the interview and hiring process, new employee orientation, corrective action, staff reductions and education/promotions.

From November 1999 to October 2000 worked half time with Avera McKennan Sioux Falls/ half time with Avera Holy Family Hospital.

Consultant 1998 – Present

- Develop training programs and facilitate classes in Effective Communications, Principles of Supervision, Interpersonal Skills and Team Effectiveness for Mauer Manufacturing, Spencer, Iowa.
- Teach Achieve Global (Zenger Miller) four-hour lessons for Mauer Manufacturing, Polaris Industries, Pure Fishing and Iowa Lakes Community College.

Lieutenant Commander 1976 – 1998
United States Navy

Held the following positions at various locations and ultimately achieved the rank of Lieutenant Commander prior to retirement in February 1998:

- Regional Command Services Officer
- Regional Director of Training

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- Commanding Officer, Reserve Training Center
- Test Management Specialist, Military Entrance Processing Station

CAREER OVERVIEW

Human Resources Management

- Directed the operation and maintenance of a $1.4 million facility while in the Navy.
- Managed personnel hiring, bonuses, training, counseling, and corrective action programs.
- Administered the Affirmative Action Plan and Performance Appraisal Program, handled employee problems and interfaced with Office of Personnel Management and other companies.
- Conducted statewide inspections of military entrance sites on procedures and regulation performance.
- Developed policy, procedures, and directives for the management of the Human Resources Department.
- Conducted and interpreted annual market salary survey.
- Administered benefits programs (i.e. Section 125, Health, Dental, TSA, Disability).
- Responsible for the overall operation of the Avera Holy Family Human Resources Department.

Equal Opportunity/Affirmative Action

- Served as Regional Coordinator responsible for implementing and personally instructing training in Sexual Harassment Prevention and Equal Employment Opportunity Law.
- Inspected and provided assistance and direction to 21 training centers within the region on relative issues.
- Conducted command assessments and developed Plans of Action and Milestones, which eliminated unfair work practices and ensured a fair and equitable work climate.

Training and Management Development

- Developed and budgeted training programs for 7,000+ Reservists in an 11-state area.
- Served as senior training coordinator for the management of 21 training activities.
- Managed the purchase, maintenance, and used of all training resources.
- Conducted classes on topics from security/safety to Total Quality Management.
- Designated as a qualified instructor for the Department of the Navy.
- Facilitated Zenger Miller courses for Avera Holy Family, Polaris and other businesses through Iowa Lakes Community College Continuing Education Program.
- Developed the Leadership Management and Human Resource Assistant Certificate program.

Quality Control and Advisor

- Implemented Total Quality Management for Regional Headquarters.
- Held the position of Total Quality Coordinator for the Region.

- Served as the Quality Advisor for all quality and process action teams.
- Measured program and service effectiveness using statistical process control.
- Coordinated and conducted Just In Time training for all quality teams.

COURSE DEVELOPMENT

Human Resources Assistant Certificate Program
A 24-credit hour program designed to provide students with an introduction to a career in Human Resources and to develop the professional knowledge and skills in key topic areas. Developed the curriculum and wrote the syllabus for six new courses. Received Board approval May 2001.

Leadership Management Certificate
An 18-credit hour program to provide students the opportunity to gain the leadership and management skills necessary to achieve success. Developed the curriculum and wrote the syllabus for eight new courses. Received Board approval June 1998.

eCollege Course Development
Developed the following courses to be taught on line by Iowa Lakes Community College in conjunction with the Iowa Community College Online Consortium: Speech, Leadership Development, Interpersonal Skills, Employee Training, Human Relations, Human Resource Management and Personnel Management.

Continuing Education Programs
Developed various educational programs designed for adult learners in the business setting. Some of these courses include: Team Effectiveness, Corrective Action, Principles of Supervision, Stress Management, Creativity in the Workplace, Leadership Development, Managing Diversity in the Workplace, Empowerment, and Organizing Your Workplace.

CERTIFICATIONS/CONTINUING EDUCATION

- Effective Managing/Supervision Certificate (16 credits), 1997 Dakota County Community College – Minneapolis, MN.
- Total Quality Management, Instructor Qualified/Coordinator (6 courses), 1994 U.S. Navy.
- Padgett-Thompson Division of the American Management Association (2-day training courses), 1994
- Total Quality Management, 1994
- Basic Supervision Seminar, 1994
- Certified Instructor, U.S. Navy, January 1981 – Present
- Computer literate: Proficient in WordPerfect 6.0, Novell GroupWise and Microsoft Office Word and PowerPoint.
- Certified Achieve Global (Zenger Miller) Facilitator, Avera McKennan, Sioux Falls, SD, November 1998
- Selecting for Success Facilitator Certification (1 week), Minneapolis, MN, April 1999

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- EDU 104, Creating Multimedia for Online Courses, Denver, CO, October 2003
- EDU 102, Effectively Managing Your Online Course, Denver, CO, September 2003

SPECIAL QUALIFICATIONS

Adjunct Faculty	Human Resource/Safety Director	Consultant
Financial/Budget Management	Project/Program Facilitator	Total Quality Coordinator
Certified Instructor	Top Secret Clearance	Employee Training
Leader/Officer/Manager/ Supervisor	Curriculum Developer	Management Education/Training

AWARDS AND MEMBERSHIPS

- Iowa Great Lakes Chamber, Board Member, September 2003 - Present
- Iowa Great Lakes Rotary, Sergeant At Arms, November 2000 – 2005
- Lakes Art Center, Member/Volunteer – 2000 - Present
- Meals on Wheels, February 1998 – Present
- Estherville Ambassador, April 1998 – December 2000
- Joint Service Commendation Medal (1)
- National Defense Medal (1)
- Navy & Marine Corps Commendation Medal (2)
- Letters of Commendation and Achievement (Numerous)
- Good Conduct Medal (2)
- #1 Small Naval Reserve Center in the Nation - 1991
- Dean's List for Academic Achievement – Augustana College – 1987 - 89
- Outstanding Young Women of America – 1986
- Assistant Regimental Commander, Officer Candidate School – 1985
- Distinguished Graduate, Officer Candidate School, August 1985
- Master at Arms, Recruit Training – 1976

References and Transcripts will be provided upon request.

Peter J. Conis, Ph.D.

3423 Honeysuckle Rd.• Ames, Iowa 50014•(515)-268-0871• pjconis@mchsi.com

EDUCATION

Ph.D., Iowa State University, Ames, Iowa: 1997.
Areas of concentration: Social deviance and social organization.
Dissertation: The intergenerational continuity of antisocial behavior.

Master of Science, Iowa State University, Ames, Iowa: 1990.
Double Major: Industrial Relations and Sociology
Thesis: Factors associated with job satisfaction for public sector personnel.

Bachelor of Science, Iowa State University, Ames, Iowa: 1986.
Major: Sociology

Associate of Arts, Des Moines Area Community College: Ankeny, Iowa: 1979.
Major: Criminal Justice

Iowa Law Enforcement Academy, Johnston, Iowa: 1975.
Law Enforcement Officer Certification.

EMPLOYMENT

2005-	Online Adjunct Instructor Iowa Central Community College, Fort Dodge, Iowa Campus
2005-	Online Adjunct Instructor Rasmussen College, Minnetonka, Minnesota Campus
2003-	Sociology Lecturer, Iowa State University, Ames, Iowa
2000-	Sociology Faculty, Des Moines Area Community College, Boone, Iowa Campus.
1996-2000.	Program Director/Instructor for the STOP Violence Against Women project, Iowa Law Enforcement Academy, Johnston, Iowa.
1996-1996	Criminal Case Investigator, Story County Attorney's Office, Nevada, Iowa.
1980-1985	Owner/Manager, Ames Athletic Club.
1976-1995	Police Officer/Supervisor, Ames, Iowa Police Department.
1974-1976	Police Officer, Iowa State University Department of Public Safety.

COLLEGE TEACHING EXPERIENCE

Lecture courses

- Introduction to Sociology
- Introduction to Criminal Justice
- Courtship, Marriage and The Family
- Criminology
- Criminal Law
- Juvenile Delinquency
- Sociology of Deviance and Criminal Behavior
- Photojournalism
- Social Problems
- Sociology of Work

Web Enhanced lecture courses

- Introduction to Sociology
- Courtship, Marriage and The Family
- Criminology
- Juvenile Delinquency
- Principles of Digital Photography
- Sociology of Deviance and Criminal Behavior

Online courses

- Introduction to Sociology
- Introduction to Criminal Justice
- Criminology
- Juvenile Justice
- Policing in America
- Sociology of Deviance and Criminal Behavior
- Social Problems

CERTIFICATIONS

- WebCt certified instructor with two years online experience
- Iowa Law Enforcement Officer lifetime certification

SPECIAL HONORS

- Excellence in Education nominee, Iowa State University, 2003
- Lifetime Achievement Award for dedication to educating Iowa Law Enforcement officers and efforts to improve law enforcement's response to victims of domestic violence. Awarded by the Polk County, Iowa Domestic Abuse Coordinating Council, 2000
- Life Saving Award, Ames Police Department, 1993
- Phi Kappa Phi All University Honorary, 1989
- Alpha Kappa Delta Sociology Honorary, 1989

GRANT AWARDS

- DMACC Faculty Grant to develop five WebCt courses for the criminal justice program, 2005
- DMACC Faculty grant to develop three WebCt courses for the criminal justice program, 2005
- DMACC Faculty grant to develop five WebCt courses for the criminal justice program, 2004
- DMACC Faculty grant to develop one WebCt course for the criminal Justice program, 2003
- STOP Violence Against Women Formula Grant, Story County, Iowa Prosecuting Attorney's Office, 2001
- National Institute of Justice Violence Against Women Project Evaluation Grant, 2000
- STOP Violence Against Women Office, Grants to Encourage Arrest Policies, 2000
- Edward Byrne Memorial Law Enforcement Assistance Program Drug Control Grant, 2000
- STOP Violence Against Women Formula Grant, Iowa Law Enforcement Academy, 1976-2000

RESEARCH INTERESTS

- Law enforcement officers as perpetrators of violence against women
- Propensity for abusiveness among law enforcement officers
- Chemical substance abuse and its relationship to family violence
- Effectiveness of interventions to prevent violence against women
- Quality of life for domestic violence victims
- Rural victims of domestic abuse

PUBLICATIONS

- **Lessons Learned from Tacoma: The Problem of Police Officer Domestic Violence**
  - Kim Lonsway, Diane Wetendorf, Pete Conis
  - Law Enforcement Executive Forum: Legal Self-Defense for Law Enforcement Administrators, Vol. 3, No. 5: 27-36, November 2003
- **Officer Domestic Violence**
  - Kim Lonsway, Pete Conis
  - Law and Order, Vol. 51, No. 10: 132-140, October 2003

TECHNICAL ASSISTANCE

- Columbia Tri-Star Pictures, Stalking Documentary
  Joel Rodgers, Supervising Producer, Craig Piligian, Executive Director
- When Love Hurts -- A Show You Care Special, Domestic Violence Documentary, ABC affiliate, KCRG•TV, Cassie Willis, Special Projects Producer

COMMITTEES (Past and Present)

- Hiring committee (Sociology and Philosophy Instructor) Des Moines Area Community College, Boone Campus
- Des Moines Area Community College Judicial Board
- Hiring committee (English and Photography Instructor) Des Moines Area Community College, Boone campus
- Iowa Coalition Against Sexual Assault Grant Review Committee
- Iowa Law Enforcement Academy Domestic Abuse Death Review Team representative
- STOP Violence Against Women Annual Conference Committee director
- Healthy Iowans 2010 Team Member
- Lt. Governor's Violence Against Women Coordinating Council
- STOP Violence Against Women Grant Review Committee
- Dependent Adult Abuse Conference Steering Committee

SEMINARS, WORKSHOPS AND PROFESSIONAL PRESENTATIONS

- Des Moines Community College Judicial Hearing Board workshop, 2005
- Technology in the classroom, presented by CELT, Iowa State University, 2005
- Multiple Murders, presented by Dr. Matt Delisi, Iowa State University, 2005
- Disorderly Campus Gathering: Describing the Phenomena to be Explained, Iowa State University, 2005
- Economic Inequality & The Hourglass Economy: The Prospects & Fortunes of Immigrants & Minorities
- International Association of Chiefs of Police Focus Group on Officer Perpetrated Domestic Assault, Alexandria, VA, 2002. A research findings presentation.
- Partners for Peace Day on School Violence, Bureau County, ILL, 2000
- Presented over 150 STOP Violence Against Women Seminars, Iowa, 1997 - 2000
- Key Note speaker, Domestic Violence Symposium, Calmar, IA 1999
- Co-Facilitator, Domestic Abuse Response Team Conference, Johnston, IA 1998
- Speaker, Iowa Attorney General's "Victims' Rights" Conference, Des Moines, IA 1998
- Facilitator, Violence Against Women Conference, Des Moines, IA, 1997, 1998, 1999
- Co-Facilitator, Domestic Violence Awareness Conference, Des Moines, IA 1997
- Key note speaker, "Take Back the Night" ceremonies, Boone, IA and Fairfield, IA, 1997
- Co-facilitator, Domestic Violence Community Coalition Symposium, Des Moines, IA, 1997

PROJECTS and INNOVATIONS

- **WebCt Online Criminal Justice Degree Project Des Moines Area Community College, 2004-2005**
  Six online criminal justice core and elective classes have been developed as of spring, 2005
  These courses attracted an enrollment of over 300 students.

- **WebCt Online course development for the criminal justice minor at Iowa State University, 2004-2005**
  Four course have been developed to provide ISU students the opportunity of online classes in criminal justice studies.

- **STOP Violence Against Women Annual Conference (1997-1999)**
  A three-day conference covering topics designed to improve efforts at investigating and prosecuting crimes of domestic abuse, sexual assault, and stalking.

- **Contributing author Iowa's Domestic Assault Response Team (DART) Protocol (1999)**
  This protocol is designed to assist law enforcement, prosecution, and victim advocates in developing a response to the investigation and successful prosecution of persons who physically abuse their intimate partners.

- **Federal-State Violence Against Women Prosecution Protocol (1998)**
  This project involved two Iowa Assistant Attorney General's Office prosecutors who are designated as Special Assistant United States Attorneys. Their function is the federal prosecution of violence against women crimes committed at the local level. This concept was the first of its kind in the United States and was supported by Bonnie Campbell, Director of the Violence Against Women Office, United States Department of Justice, and the United States Attorneys for the Northern and Southern Districts of Iowa.

- **Domestic violence illustration/investigation packet (1998-2000)**
  This packet of twenty illustrations is designed to assist officers in developing probable cause for an arrest in domestic violence cases regardless of the language spoken by the victim of abuse. Officers ask the victim to indicate which illustrations portray the abuse they have experienced enabling officers to identify the primary physical aggressor in a family violence incident. This packet also contains eight language cards including Spanish, Bosnian, Hmong, Khmer, Laotian, Nuer (Sudanese), Tai Dam, and Vietnamese and is designed to assist officers in developing probable cause for an arrest in domestic abuse cases when the victim of abuse does not speak English. These packets have been used and distributed across the United States.
- **Spanish language card for use in a domestic abuse investigation (1997)**
  The card had twenty-two questions designed to determine probable cause for an arrest in a domestic violence incident. Each questions appears in English with a Spanish translation that the victim can answer by indicating either Si or No. Over 12,000 cards were distributed to police departments across the nation prior to the development of the illustration packet in 1998.

STOP VIOLENCE AGAINST WOMEN CURRICULUM ENHANCEMENT PROJECTS

- Sexual assault interview role-plays
- Court testimony role-play for officers attending basic training.
- Multi-media presentations using PowerPoint and the Iowa Information Communication Network.
- In-service training for officers and victim advocates.
- Hispanic victim's needs awareness for Basic Level Officer Training utilizing a domestic violence role-play scenario.
- Immigration law: Officer's requirements and obligations when investigating domestic violence complaints involving undocumented persons.
- Threat assessment using MOSAIC20 computer software program.
- Required reading for officers attending basic training: "I Love a Cop" by Ellen Kirschman, (1997)

PROFESSIONAL MEMBERSHIPS

- Iowa State University Alumni Association
- International Association of Chiefs of Police Advisory Board on Model Policy Development for Officers who Batter
- Iowa Association of Chiefs of Police and Peace Officers

PROFESSIONAL DEVELOPMENT WORKSHOPS

- International Association of Chiefs of Police Model Policy Focus Group on Police Officer Perpetrated Domestic Violence, Alexandria, VA, 2002
- Regional Meeting on Implementing Full Faith and Credit, Indianapolis, IN, 2000
- National Center for Women and Policing, Baltimore, MD, 2000
- Train the Trainer Workshop, Chicago, ILL, 2000
- Iowa Sex Crime Investigators conference, Urbandale, IA, 2000
- Building Community Partnerships: Understanding Needs of a Diverse Population, Urbandale, IA 1999
- Strategic Planning Retreat, Department of Corrections Batterer's Education Program, Perry, IA, 1999
- Rural Law Enforcement Response to Domestic Violence Cases, Duluth, Minnesota, 1999
- Conference for State Government Domestic Violence Organizations, Washington, D.C., 1998
- Association of Threat Assessment Professionals, Anaheim, CA., 1998
- National Center for Women and Policing Conference, Las Vegas, Nevada, 1998.
- Domestic Violence Police Trainers Workshop, Austin, Texas, 1997.
- Full Faith and Credit Conference, Albuquerque, New Mexico, 1997.
- Grant Writing Workshop, Iowa City, Iowa, 1997, 1998
- Iowa Sex Crimes Investigator's Conference, Des Moines, Iowa, 1997.

REFERNECES

Dr. Jane Martino
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Des Moines Area Community College
1125 Hancock Dr.
Boone, IA 50036

Dr. Matthew Delisi
515-294-8008
delisi@iastate.edu
203A East Hall
Iowa State University
Ames, IA 50011

Dr. Betty Dobratz
515-294-2033
bdobratz@iastate.edu
217D East Hall
Iowa State University
Ames, IA 50011

Judy Parks
Assistant City Attorney
515-239-5145 (O)
515 Clark
Ames, IA 50010

Samantha T. Duhn, MBA

Armstrong, IA 50514
Email: deshler26@yahoo.com

Key Elements of Mrs. Duhn's vita:

- Education
- Honors
- Teaching Experience
- Teaching Interests
- Work Experience
- Research
- Service
- Professional Development

PROFESSIONAL PROFILE

- **Accomplished management professional with a blend of hands-on professional and academic experience.**
- **Creative online and face to face mentor passionate about education, learning, and helping students and other professionals achieve success in their academic and professional goals.**

EDUCATION

Ph.D. Northcentral University, Business Administration, ABD status – estimated completion May 2011.

- **Major: Business Administration**
- **Specializations: Finance, Management**

M.B.A. Northcentral University, February 2009.

- **Concentration: Human Resources**

B.A. – Accounting, Buena Vista University, May 1998.

HONORS, AWARDS, and CERTIFICATIONS

- **Recipient, 2009 Dean's Scholarship, Northcentral University, 2009.**
- **Above and Beyond Award – Aerospace Systems, March, 2009**
- **Aerospace Systems Lean Green Belt Certification, March, 2009**
- **Above and Beyond Award – Aerospace Systems, June, 2008**
- **Aseptic Food Processing Certified, 2005.**
- **Certified Public Accountant, February, 1999.**

TEACHING EXPERIENCE

***Adjunct Professor (Online and On Site)*, Buena Vista University, 2009-Present.**

- **Primary teaching areas: Managerial Accounting, Financial Accounting, Intermediate Accounting I, II, & III, Interviewing, Individual Income Tax, Corporate Income Tax, Managerial Finance, Management Science, Advanced Accounting, and Cost Accounting. Average class size of 15.**

***Adjunct Online Professor*, Ashford University, 2010-Present.**

- **Primary teaching areas: ACC205–Principles of Accounting I, ACC202 Intro to Accounting.**

***Adjunct Online Professor*, DeVry University, 2010-Present.**

- **Primary teaching areas: ACC305–Intermediate Accounting II.**

***Adjunct Online Professor*, Grand Canyon University, 2010-Present.**

- **Primary teaching areas: ACC620–Financial Statement Analysis.**

***Adjunct Online Professor*, University of Phoenix, 2009-Present.**

- **Primary teaching areas: ACC400–Managerial Accounting. Average class size of 20.**

***Graduate Teaching Assistant*, Dale Carnegie Courses, 2006-2008.**

- **Completed the course then volunteered as a Graduate Assistant in three following courses to help other students and professionals learn and implement the leadership principles advocated by the Dale Carnegie Leadership Program. Average class size of 25.**

TEACHING INTERESTS

- **Managerial Accounting**
- **Financial Accounting**
- **Intermediate/Advanced Accounting**
- **Cost Accounting**
- **Management Courses**
- **Organizational Behavior**
- **Human Resources Management**

HIGHLIGHTS OF WORK EXPERIENCE

Divisional Financial Controller, **Aerospace Systems – A Division of Nortech, 2006-March, 2010.**

- **Managing multiple locations with a staff of six covering receivables, payables, inventory, payroll, cost accounting, budgeting, performance forecasting, quoting new product, government contracts, capital planning, cash flow planning.**
- **Instruct leadership, accounting, and motivational classes for supervisors and other management staff.**

Assistant Corporate Controller, **GKN Armstrong Wheels, 2004-2006.**

- **Cost analysis and maintenance, inventory control, general ledger maintenance, coordination of internal and external audits, assist in compiling monthly data from multiple locations, productivity reporting.**
- **Trained as trainer for Investment in Excellence, a leadership and goal planning system lead by Lou Tice and the Institute for Excellence.**
- **Off site work incorporating a new facility into the GKN manufacturing and financial software systems.**

Plant Controller, **Dean Specialty Foods, 2002-2004.**

- **Budgeting, inventory control, new opportunity financial analysis, financial training and awareness for plant management, chair asset management committee, monthly forecasting, Sarbanes-Oxley compliance.**
- **Developed flexible overhead allocation plan to accommodate rapidly changing product mix.**
- **Managed financial aspects of installation of three new production lines.**

Plant Controller, **Hormel Foods, 1999-2002.**

- **Trained plant personnel in return on investment vs. cost of capital business philosophy and implemented programs to develop its usage and awareness.**
- **Created and implemented product cost study procedures resulting in more accurate product pricing and increased yields.**

OTHER INTELLECTUAL CONTRIBUTIONS

Motivational Thoughts Column. **Biweekly column that began in 2009. These contributions further support my mission of empowering people by providing advice regarding physical and mental fitness and motivation.**

RESEARCH INTERESTS

Current research efforts are directed at PhD completion:

- **Studying the relationship between physical activity, career level, and income.**

Other areas of interest include mandated health care programs such as the ground breaking program implemented at Miracle-Gro, the impact of physical activity and general health practices

on workplace performance, company sponsored wellness programs, and other organizational behavior and communications topics.

RESEARCH IN PROGRESS

My focus is on both academic research as well as professional scholarship.

SERVICE

Professional:

Chair - Aerospace Systems Wellness Program, 2007 to March, 2010.

University:

Committee Member – Northcentral University School of Business Student Advisory Board, 2008-Present.

Community:

Board Member -- YWCA, Sterling, IL, 2002-2004.

Running Club President – Armstrong, IA, 2008-2009.

PROFESSIONAL DEVELOPMENT

Conferences:

- Small Business Contracting Community of Practice Virtual Conference, December 2009.

Classes/Workshops:

- Academic Integrity, 2010.
- Coaching for Student Success, 2010.
- APA Workshop, 2010.
- Faculty Tone, 2010.
- Entry Level Student Facilitation, 2010.
- Provide Effective and Efficient Feedback, 2010.
- Faculty Participation in Online Learning, 2010.
- Dynamic Discussion in the Classroom, 2010.
- E-Learning Is Not What You Think It Is, 2010.
- Engaged Learning in the Classroom through Metacognition, 2010.
- University of Phoenix Core Certification, 2009.
- University of Phoenix Specialty Certification, 2009.
- Situational Leadership, 2008.
- Project Management Fundamentals, Iowa Lakes Community College, 2006.
- Lou Tice Institute of Excellence, 2005.
- Dale Carnegie Leadership Skills, 2005.
- Effective Writing Skills, Iowa Lakes Community College, 2005.
- Spanish courses – 1999-2002.

PROFESSIONAL MEMBERSHIPS

- **Delta Mu Delta Honor Society**
- **Society of Human Resource Management**
- **National Contract Manufacturer's Association**
- **Ednak Member**
- **Institute of Managerial Accountants**

Established a mentoring program within the center that led to 65 staff personnel selected for advancement, six selected for officer programs, 61 qualified as Master Training Specialists, and 12 earned college degrees. Personally developed and conducted an intensive in-rate training program that resulted in a 100% pass rate during the Chief Petty Officer exam cycles.

"An exceptionally articulate team builder and caring mentor who operates with the Sailor in mind."
-Commanding Officer, R.B. DeJesus. Center of Naval Technical Training

SENIOR CHIEF/LEADING SENIOR CHIEF PETTY OFFICER – 3 years (1999-2001)
Directed the production efforts of 180 technicians in 15 work centers while assigned to Patrol Squadron 46. Managed the complete reorganization of a sub-par division significantly improving productivity, training, and morale subsequently resulting in a rise in personnel retention from 43% to 98% and an overall advancement rate of 65%. Staunch supporter of Equal Opportunity policies, coordinated and executed numerous professional development and qualification review boards.

"Inspiring mentor and goal oriented professional. His insightful instructional skills and natural ability to motivate his people were the foundation for an impressive six month detachment to Masirah, Oman."
-Commanding Officer, W.B. Jackson, Patrol Squadron 46

CHIEF/LEADING CHIEF PETTY OFFICER – 3 years (1996-1998)
Supervised the training and team building of an inexperienced team responsible for maintaining 2800 pieces of support equipment worth over $800 thousand dollars while assigned to USS Abraham Lincoln. Managed the error-free completion of over 10,000 maintenance actions leading to the department receiving a grade of outstanding during the annual safety inspection. Volunteered as a Drug Education for Youth instructor and was responsible for providing instruction to 70 young adults in the alternatives to drug use. Served as a Damage Control Training Team Locker Leader and Integrated Training Team Member. Expertly used all available material and labor resources to maintain 47 workspaces; these managerial efforts led to the department receiving a grade of outstanding during the ship's suitability inspection.

"Phenomenal mentor and team builder." "Unmatched instructional skills and communication techniques are the key force behind every safe and expeditious ordnance evolution."
-Executive Officer, K.L. Card, USS Abraham Lincoln

3rd/2nd/1st CLASS PETTY OFFICER – 11 years (1984-1995)
Hand picked to serve as an in-flight instructor/evaluator, responsible for training and evaluating over 100 personnel in 12 different units. Shift supervisor and Quality Assurance Inspector/Representative, supervised the production efforts, morale, discipline and administrative requirements for 40 personnel. Successfully completed over 500 flight hours and attained a 94.5 mission capable rate, while managing maintenance teams during intense operational tempo and harsh environmental conditions with minimal logistics support during detachments to Kuwait and Saudi Arabia.

"A dynamic leader and gifted manager who has been responsible for vastly improved levels of production and great levels of moral."
-Commanding Officer, P.M. Griffin, Patrol Squadron 30

EDUCATION AND TRAINING

Master of Science in Organizational Leadership, With Distinction • Mercy College – Dobbs Ferry, NY
Bachelor of Science in Professional Aeronautics • Embry Riddle Aeronautic University - Daytona Beach, FL
United States Navy Senior Enlisted Academy • Newport, RI
Master Training Specialist Certificate • Chief of Naval Education and Technical Training
Designated as a Navy Group-Paced Instructor (NEC - 9502) • San Diego, CA
Bureau of Apprenticeship and Training Certificate • United States Department of Labor
Extensive Professional Training, and numerous Leadership and Development Courses and Continuums

• References, past employee appraisals, and academic material provided upon request.

KEITH M. FONTANO

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Home: (360) 929-0279
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Fax: (301) 342-3948

LEADERSHIP PROFILE

Articulate Team Builder • Consummate Mentor • Exceptional Manager • Inspiring Facilitator

Highly accomplished professional with diverse experience poised to transition solid managerial and leadership background to excel in a teaching position within the educational community. Exceptionally organized and disciplined; possess well-developed interpersonal skills and the ability to motivate and mentor others while maintaining high interest and achievement. Articulate communicator able to effectively interact with diverse populations of individuals at a variety of academic levels.

CORE COMPETENCIES

Innovative leader with extensive experience in staff training and development, including motivating high performance and assessing outcomes for diverse populations within a broad spectrum of academic abilities; facilitating cross-functional team collaboration, project management, and conflict and dispute resolution; proven excellence in counseling, coaching, and mentoring; exceptionally organized and self-disciplined, with outstanding oral and written communication and interpersonal skills.

PROFESSIONAL EXPERIENCE

2008 – Present ***PENN STATE WORLD CAMPUS & UNIVERSITY OF PHOENIX (UOP)***

ONLINE ADJUNCT PROFESSOR – 1 year (2008-Present)

Recently completed online facilitator training with Penn State and Axia of UOP. Currently teaching online Organizational Communication at Penn State University and Management and Leadership at the University of Phoenix. In addition to teaching the two courses listed above, I am also approved to teach the following courses with UOP: Foundations of Business, Supervision and Leadership, Organizational Theory and Behavior, and Political, Legal and Ethical Environments of Business.

1984 – Present ***UNITED STATES NAVY***

WEAPONS INTEGRATION TEAM/FLEET LIAISON OFFICER– 2 years (2007-Present)

Assigned to the NAVAIR Shipboard Weapons Integration Team as the technical expert for all shipboard weapons integration. Plans and directs research, design, development, test, evaluation for aircraft/ship armament programs/systems. Serves as the technical representative on Integrated Logistics Support (ILS), and Weapons Safety working groups. Assesses contractor techniques and methods for safety adherence and quality control. Extensive knowledge in all pertinent directives and policies governing DOD Acquisition Instructions and the Defense Acquisition Workforce Improvement Act (DAWIA).

DIVISION OFFICER – 2 years (2005-2007)

Managed the training, administrative requirements, and professional growth for over 200 inexperienced personnel in the performance, handling, and stock control of over $70 million dollars worth of Navy assets while assigned to USS IWO JIMA. Vastly increased individual promotions and qualification levels while significantly improving moral and retention throughout the entire organization. Dependable and accountable, great ability to inspire others in achieving personal goals. Easily takes direction and provides honest and timely feedback.

"CWO3 Fontano is an impressive, dedicated, and motivated leader. Finest Gunner I've served with in 27 years."
-Commanding Officer, R.S. Callas, USS IWO JIMA

COMMAND/TRAINING MASTER CHIEF – 4 years (2001-2004)

Consistently demonstrated exceptional leadership and managerial expertise while leading the Center for Naval Aviation Technical Training Unit to high levels of academic efficiency. Administrated 95 courses of instruction resulting in over 4,400 students graduating annually. Managed the security requirements and accountability of over 4000 training items exceeding $3.4 millions dollars.

Michael A. Gunia

(319)651-3575 | ***Detailed Professional History*** | *migunia@yahoo.com*

Qualifications

* Extensive experience in energy driven project management, multidisciplinary technologies, and customer facing leadership
* Significant background in program and project resource management, to include scope refinement from complex requirements
* Managed various multi-million dollar programs and an equal value of government assets (strategic planning)
* Coordinated product transition from development through release to include LEAN test processes and risk mitigation
* Understanding of the complete product life cycle and milestone setting for complex projects managed by diverse sub-team
* Excellent communication, presentation, and public speaking skills, as well as customer interfacing and negotiating techniques

Education

Stanford University, Palo Alto, California — *JUNE 1995*
Bachelor of Science, Electrical Engineering

University of Florida, Gainesville, Florida — *DECEMBER 1999*
Master of Engineering, Computer Engineering

Professional Experience

Senior Systems Project Manager — 2007 to Present
Senior Engineering Manager
Rockwell Collins, Cedar Rapids, IA

- Produce technical metrics, earned value (EV), & variance risk mitigation communicating status to sr management
- Manage team of new jr. thru senior engineers in development of new (R&D) products for high demand customers
- Coordinate risk assessment for multimillion dollar customer products including risk aversion and opportunity strategies
- Extensive experience with government bid proposal development from initial requirements and reporting to sr. management
- Lead requirements analysis and reviews for hardware and supported system; managed DOORS tool
- Facilitate meetings with certification representative to ensure processes meet user requirements
- Extensive program coordination (with line managers) and customers including strategic engineering resource management
- Develop in-depth staffing chart to monitor/track project needs streamlining resources as well as risk management
- Define customer requirements/definitions for immediate and strategic implementation; report to sr. leadership

Program Chair — 2002 to 2007
Professor of Engineering Studies
DeVry University, Chicago, IL

- Developed biomedical and environmental program, managed equipment acquisition, and coord. faculty schedules
- Recruit, hired, and developed new faculty and technical employees to teach select engineering classes
- Balanced program budget against faculty costs and equipment requirements to meet fiscal goals
- Successfully accomplished six industrial advisory boards and expanded model to include DeVry metro
- Taught a variety of software, hardware, engineering, physics and environmental w/ accompanying labs
- Managed course curriculums and in turn mentored faculty through delivery of classroom content
- Student/dean evaluations ranked highest; recipient of Ron Taylor Award for three consecutive years

Product Manager — 2000 to 2001
Sphere Communications, Lake Bluff, IL

- Cradle to grave product management from prototype thru release for diverse h/w, s/w communication applications
- Assisted in development of the product management team for this growing/private funded start-up company
- Managed certification process for various government and commercial programs
- Interfaced and facilitated dynamic cross departmental teams to ensure design completion
- Organized training programs for sales and field engineers on newly released products and RFP generation
- Developed strategic OEM reseller agreements for new products; increased 2001 sales
- Successfully audited design of digital systems which ensured UL and NOM safety test compliance

Professional Experience (continued)

B-2 Program Systems Engineer, Captain 1999 to 2000
36th EWS, Eglin AFB, FL, USAF

- Led project acquisition and funding effort for $2.5 aircraft process enhancements
- Developed technical documentation of circuit board design and product specifications
- Analyzed software for flight exploitation and product improvements

Interim Flight Commander / Lead Design Engineer 1995 to 1999
Squadron Financial Advisor, 1st Lieutenant
16th Test Squadron, Eglin AFB, Florida, USAF
513th Test and Engineering Squadron, Offutt AFB, NE, USAF

- Supervised up to 12 man teams in development of instrumentation devices
- Led PLD and real time C program design of interface board for both airborne and ground systems
- Developed mixed digital/analog architecture as part of complete data acquisition system
- Designed and implemented bus test and measurement tool which earned officer award
- Completed $40,000 project under budget and released early with all documentation
- Developed security programs for 120 person unit supervising security representatives
- Implemented budget procedures and performed accounting for $6 million annual program
- Authored financial plan which led to 100% acquisition of all critical assets the next fiscal year
- Supervised spending procedures for individual accounts under squadron budget
- Provided direct recommendations to Squadron Commander for long term budget
- Led teams of 5-6 technicians in development of test equipment for data capture
- Performed analysis of computer system data of strategic air defense systems

Managerial Skills

- Review writing	- Budget analysis and forecasting	- Recruiting, hiring, and staffing
- Strategic planning initiatives	- Innovative program implementation	- Change management
- Alternative award assessments	- Presentation of honorary awards	- Disciplinary reviews and reporting
- Customer hosting	- Career development for staff	- Technical mentorship
- Pursuit of new business	- Capital planning and funding acquisitions	- Business development opportunities

Technical Skills

- Project Reporting Tools	- Metrics Development	- Technical Metrics Creation	- Team Implementation
- DOORs Requirements Tool	- SAP Reporting	- Earned Value Analysis	- Project Launch

Other Experience and Activities

* Served as team leader for children's church Royal Rangers; coached little league
* Successful potter whose works are displayed in regional galleries
* Enjoy assisting others in golf instruction: former member Stanford junior varsity golf
* Faculty advisor to Bible Club; work with students to develop club schedules and agendas

Courses Taught

Introduction to Engineering Design	Senior Project Design and Management	Critical Thinking
C/C++ Programming	C++ for Simulation Physics Programming	Ethics and Technology
Digital Systems; CPLD/VHDL	Digital Circuits Fundamentals	General Chemistry
Calculus and Technical Applications	Physics I: Statics and Mechanics	Physics II: Thermodynamics/E&M
Microcontrollers and Assembly	Op Amp Theory and Design	Controls and Control Systems
Transistor Design and Analysis	Environmental Science	AC and DC Circuit Analysis

Michael A. Gunia

(319)651-3575 | *Professional Summary* | *migunia@yahoo.com*

Education

Stanford University, Palo Alto, California — *JUNE 1995*
Bachelor of Science, Electrical Engineering

University of Florida, Gainesville, Florida — *DECEMBER 1999*
Master of Engineering, Electrical and Computer Engineering

Professional Experience

Senior Systems Project Manager — *2007 to Present*
Senior Engineering Manager
Rockwell Collins
Iowa

Program Chair — *2002 to 2007*
Professor of Engineering
DeVry University
Chicago, Illinois

Product Manager — *2000 to 2001*
Sphere Communications, Inc.
Lake Bluff, Illinois

B-2 Program Systems Engineer — *1999 to 2000*
36th EWS
Captain, Eglin Air Force Base, Florida, *USAF*

Interim Flight Commander / Lead Design Engineer — *1997 to 1999*
Squadron Financial Advisor
16th Test Squadron
1st Lieutenant, Eglin Air Force Base, Florida, *USAF*

Lead Design Engineer — *1995 to 1997*
513th Test and Engineering Squadron
2nd Lieutenant, Offutt Air Force Base, Nebraska, *USAF*

Presentations and Publications

Curriculum Guide for Biomedical Image Processing, BMET432
DeVry University, Published: November 2007

ABET Effective Assessment Process Through a Holistic Technology Program
Rose Hulman Institute of Technology, Presented to Accreditation Institutions: March 2005

Shack Hartmann Reconstruction Algorithms for Flow Field Diagnostics
University of Florida, Thesis Defense for Image Processing Diagnostics Published: December 1999

Professional and Community Organizations

I.E.E.E, Organization for engineering professionals
Subscription: *Circuits and Systems*

Industry Advisory Board for College of Lake County, Illinois
Technology Advisor

ELIZABETH HERMAN, Ph.D.

65 East Weston Drive • North Liberty, Iowa 52317
319.430.6051 • liz@lizherman.com

Highly accomplished leader with 15 years of demonstrated achievements in delivering superior management and content/training improvements for multimillion-dollar companies. Dedicated professional known for pioneering effective communications and presentations strategies for expanding knowledge sharing, enhancing business relationships, fueling productivity, and increasing profits. Creative problem solver, big-picture thinker, instructor, team mentor, and communicator with a proven ability to develop cutting-edge methods that elevate team performance, transform knowledge, generate revenue, and penetrate new markets.

Knowledge Management • Technical Communications • Team Leadership, Mentoring & Training
Content Development • Learning Management • Website Design • Communities of Practice
Program Management • Policy Development • Executive Presentations
Vendor Management & Selection • Revenue Growth • Client Relations • Cost Control
Environmental Sustainability Initiatives • Community Involvement • Composition Instructor

PROFESSIONAL EXPERIENCE

VANGENT, INC., Iowa City, Iowa • 2004 to Present
Leading global provider of information management business processes.

Deputy Director, Medicare Policy & Health Strategy
Provide expert leadership for high value team of policy experts. Manage day-to-day activities including impact assessment of health care policy on the organization and its government contracts resulting in pinpoint communication to executive team about short- and long-term policy implications. Trusted resource for senior management. Exchange policy knowledge through communities of practice and other social media. Manage SharePoint Team Site and Knowledge blog. Guarantee timeliness of internal and external deliverables while resolving personnel/staffing issues. Coordinate financial processes to ensure meeting of budget projections. Deliver information/service to customers and review metrics to monitor contractual compliance.

Operational Improvements:

- Directed 90+ trainers, instructional designers, and technical writers across six locations to deliver critical customer-approved materials germane to the success of the 1-800-Medicare contact center.
- Led implementation of Stellent Knowledge/Content Management System and SumTotal Learning Management System to 3K+ users spanning multiple locations.
- Heightened quality from 90% to 94% by initiating innovative targeting training program for customer service representatives.
- Increased subscription 33% for electronic newsletter and blog through creative writing, targeting audience, and understanding of current knowledge management strategies.
- Improved customer communications by developing process improvement initiative to standardize responses.
- Maintained Levels 4 and 5 ratings on customer evaluations through multiple process and training improvements.
-

Revenue, Business & Cost Improvements:

- Increased Vangent's 2010 United Way charitable donations 13% as event chairperson.
- Reduced costs $200K in just 6 months with $500K+ annual projected cost decrease by leading "Go Green" initiative slashing amount of paper materials used in training department.
- Generated $220M in annual revenue as key member of team capturing Beneficiary Contact Center Contract.
- Served as valued member of multiple Congressional Oversight meetings with congressional staffers using policy expertise.

Cont'd...

PEARSON EDUCATIONAL MEASUREMENT, Iowa City, Iowa • 2002 to 2004
Largest comprehensive provider of educational assessment products, services and solutions.

Online Training Designer
Developed online training programs for personnel scoring State Assessment tests for kindergarten to twelfth grade students. Managed creation of programs from conception through development. Coordinated all program testing and deployment processes. Designed supplemental materials including welcome packet and installation/deployment instructions. Teamed with state assessment program managers for project scheduling, deployment and deadline management. Collaborated with software developers to guarantee program multi-platform functionality.

Specific Accomplishments:
- Selected as first dedicated online training designer in company history.
- Dramatically extended training program eLearning market reach by standardizing templates and processes for online training in just 6 months.
- Elevated quality of writing by program managers with implementation of content from subject matter experts.
- Conducted internal internet training programs spanning multiple locations by establishing WebEx vendor contract.

CAHABA GOVERNMENT BENEFIT ADMINISTRATORS, Des Moines, Iowa • 1996 to 2002
Administrator of Medicare health insurance for Centers for Medicare and Medicaid Services.

Medicare Education & Outreach Webmaster
- Successfully managed Medicare provider website for Regional Home Health and Hospice Intermediary business.
- Maximized website functionality, accessibility and user friendliness through complete redesign.
- Received official recognition from Blue Cross Blue Shield Association for development of Home Health Prospective Payment System Train-the-Trainer materials.
- Provided editorial services for members of the Education and Outreach team.

Early Career (details on request):
Technical Writer, Noel Levitz, 1995 to 1996.
Information Specialist, NCS Pearson, 1994 to 1995.

Additional Career Activities:
Elder Services, Inc. Board Member, 2009 to present
Kirkwood Community College Adjunct English Instructor, 2004 to present
- Teach basic composition, college writing, technical writing
- Build grammar skills, confidence, research abilities
- "Kirkwood students are fortunate to have you as their teacher." Allison York, Dean of English, 2010 Classroom Observation

FORMAL EDUCATION

PH.D., Knowledge Management
Dissertation titled "Exploring Knowledge Loss in the Contact Center:
Key Loss Areas, Contributing Factors, and Performance Metric Implications"
Walden University, Minneapolis, Minnesota

Master of Arts, English, Rhetoric, & Professional Communication
Iowa State University, Ames, Iowa

Bachelor of Arts with Honors, Journalism & Mass Communication
University of Iowa, Iowa City, Iowa

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(262) 538-1252
Bill.Hitchcock@Loras.Edu

Loras College
1450 Alta Vista
Dubuque, IA 52001
(563) 588-7286

William J. Hitchcock

Experience

1989–present Loras College Dubuque, IA
Professor - MIS

- Teach 100 + students per semester in Soph-Sr level IT/MIS courses
- Advise 40 + students per year
- Currently serving on Faculty Council and Faculty Development Committee.

1984–1988 Oscar Mayer Foods Corp. Madison, WI
Programmer/Financial Analyst

- Hired as programmer/analyst for Marketing systems
- Implemented MIDAS marketing decision support system used at Corporate and Regional sales offices.
- Worked as a financial analyst to develop pricing models and operating budget forecasts

Education

1986–1988 Univ. of Wisconsin-Madison Madison, WI

- M.B.A., Finance, Investments, and Banking.
- GPA 3.45/4.00.

1980–1984 Univ. of Wisconsin-Whitewater Whitewater, WI

- B.B.A., 1) Management Computer Systems 2) Marketing.
- GPA 3.62/4.00 Magna Cum Laude.

Interests

bicycling, running, camping, music, computers.

Mary Hunt SPHR

2318 Ann Street
Missouri Valley, IA 51555
Cell Phone 712 490 5860
E-Mail huntm@witcc.edu

Education

Drake University, Des Moines, Iowa
Master of Science 1998
Adult Education, Training and Dev. Emphasis

University of South Dakota, Vermillion, South Dakota
Master of Science 1995
Administrative Studies, Human Resource Emphasis

Briar Cliff College, Sioux City, Iowa
Bachelor of Arts 1991
Accounting Major, Business Minor

Certification

Senior Professional in Human Resources (SPHR) – current

Work Experience

Western Iowa Tech Community College - Sioux City, Iowa
06/09 to current, Adjunct Faculty, Business Department

Primary Responsibilities

- Teach online courses using the ECollege Platform
- Assess student outcomes
- Maintain course content, updating as required

Western Iowa Tech Community College - Sioux City, Iowa
1/99 to 6/09, Full-time Human Resources Instructor, Business Department

Primary Responsibilities

- Teach traditional, online (ECollege Platform), and hybrid format courses
- Meet with prospective students
- Advise students academically
- Maintain course outlines
- Coordinate textbook orders with bookstore manager
- Assess program outcomes
- Develop and assess curriculum
- Courses Taught
    - Pre-Employment Strategies
    - Employment Law
    - Human Resource Management
    - Staffing
    - Training and Development

Mary Hunt SPHR
2318 Ann Street
Missouri Valley, IA 51555
Cell Phone 712 490 5860
E-Mail huntm@witcc.edu

- Managing Diversity
- Introduction to Management
- Introduction to Computers
- Computer foundations

Service to the College and Community

- Proposed Human Resource AAS Degree as a new degree option in the Business Department
- Developed core curriculum for Human Resource Management AAS Degree
- Adapted Human Resource core curriculum for online delivery
- Chaired Curriculum Committee
- Participated in faculty selection teams
- Participated in Articulation Committee
- Participated in Improving Instruction Committee
- Facilitated advisory board team meetings
- Mentored new faculty
- Researched, proposed and developed course outline for "Managing Diversity" course MGT 200 which will be integrated into multiple Business Department degrees.

8/98 to 1/99 Adjunct Faculty
Software Applications Instructor, Computer Science Department

Primary Responsibility

- Taught Computer Concepts Courses

Bellevue University, - Bellevue, Nebraska
8/98 to 7/05 part-time Enrollment Management Specialist on WITCC Campus

Student Services Responsibilities

- Evaluated student transcripts for degree completion programs
- Advised students academically
- Assisted students from admission through matriculation
- Assisted in student outreach activities

XL Connect, - Bettendorf, Iowa
3/98 to 8/98 contracted employee, Trainer

Primary Responsibility

- Facilitated training classes in Word, Excel and Lotus Notes

Mary Hunt SPHR
2318 Ann Street
Missouri Valley, IA 51555
Cell Phone 712 490 5860
E-Mail huntm@witcc.edu

Amicare Home Healthcare, Sioux City, Iowa
2/94 to 3/98 full-time Extended Services Manager

Leadership and Management Responsibilities for an EEO Employer

- Responsible for 65 employees, providing over 50,000 hours of direct care per year.
- Recruited and hired caregivers
- Led new hire orientation
- Conducted performance management appraisals
- Developed marketing materials, and trained direct care staff in marketing skills
- Led supervisor training sessions

Chemical Sanitizing Systems Ltd., LeMars, Iowa
2/92 to 2/94 full-time Credit/Office Manager

Leadership and Management Responsibilities for an EEO Employer

- Led team members through a significant organizational change in the area of customer account management, and reduction of bad debt expense.
- Analyzed credit worthiness of new and existing accounts.
- Negotiated disputed claims with debtors, and third party collectors
- Responsible for performance management of business office support staff

Memberships

National Member of Society of Human Resource Managers – current

Honors

Included in Who's Who Among American Teachers 2004
Teacher of Excellence, NISOD Award for Teaching 2005 and 2009
Nominated by students for Teacher of the Year Award 2008

PC Properties

3 GB RAM
500 GB Hard Drive
Windows Vista
Internet Explorer 7
Gmail Account
MS Office 2007 Professional
High-Speed Internet (DSL)

418 State St., NW
Oxford, Iowa 52322
319-331-0487
Glaffey9321@msn.com

Greg M. Laffey, PMP

EXPERIENCE:

02/2008 –Present **Project Manager: Midland Information Resources, Davenport, Iowa.**

Responsibilities:

- Overall responsibility for all scope, cost and schedule management for a wide variety of customer implementation projects, including Oracle Universal Content Management products and custom .NET and web solutions.
- Development of project Statement of Work (SOW) and other estimating documentation as part of the business development/capture effort.
- Original drafting, reviewing, editing and finalization of project documentation deliverables including status updates and technical design documents.
- Development and implementation of project test strategies.

08/2002 – Present **Adjunct Instructor: Kaplan University, Cedar Rapids, Iowa.**

Responsibilities:

- Instruction of associate- and bachelor-level courses in a variety of educational disciplines within the General Education, Business Administration and Information Technology programs.
- Instruction of project management course work, including methodologies for managing scope, time, cost, quality, human resources, communications, risk, procurement and project integration activities.
- Instruction of communications, including both oral communication and written communication (composition).
- Instruction of systems analysis and design course work, including IT project lifecycles, project scheduling, requirements determination and requirements structuring (process modeling, logic modeling and conceptual data modeling).
- Instruction of business management classes, including human resources, marketing and business strategy and planning.

03/2005 – 2/2008 **Program Manager: Vangent, Inc., Coralville, Iowa.**

Responsibilities:

- Overall responsibility for all operational aspects of written and email channel customer service for a major government contract.
- Direct oversight of new initiative planning, design and implementation, providing direction to operations and engineering resources within a matrix organizational structure.
- Cost forecasting and management of a $15 million annual budget.
- Provide direction on staffing, procedures, quality initiatives and cost savings for multi-site virtual operations.
- Regular, direct communications with customers, cross-functional internal staff, customers and vendors.
- Organizational sponsorship of cross-functional requirements development, design and implementation of Stellent Enterprise Content Management system.

12/2003 – 03/2005 **Deputy Program Manager: Pearson Government Solutions, Coralville, Iowa.**

Responsibilities:

- Project leadership on various new initiatives and pilots for the 1-800-MEDICARE program including final decision making responsibility on technical and procedural issues.
- Management and monitoring of the business continuity and disaster recovery planning and execution activities for the 1-800-MEDICARE program.
- Interaction with the customer through both on-site visits and weekly reporting during customer meetings.
- Participation in proposals and contract modifications, including development of all print fulfillment cost estimates.
- Collaboration with Print Program Manager on monitoring of print fulfillment financial performance.
- Development of new business, including white papers for add-on work and new relationships with potential subcontractors on existing work.

08/2002 – 12/2003 **Technical Writer II: Pearson Government Solutions, Coralville, Iowa.**

Responsibilities:

- Evaluation, research and drafting of key document deliverables for the CMS contract.
- Establishment of many of the procedures for the quality assurance plan for the 1-800-MEDICARE operations.
- Development of a comprehensive Business Continuity and Disaster Recovery program for 1-800-MEDICARE operations, establishing all standard operating procedures for identifying, responding to and reporting disruptive incidents both internally and to the customer.
- Assistance in the design of the initial Incident Reporting database in Microsoft Access for reporting of disruptive incidents and created incident trending/analysis spreadsheets and graphs for review with the customer.
- Development of a training curriculum, including an animation- and sound-enhanced tutorial, for initial Data Warehouse training and delivery of the training to internal and external potential Data Warehouse users.
- Review of initial task order(s) and other documents to generate a contract compliance matrix for the 1-800-MEDICARE program staff.
- Layout and design of document templates, presentations and graphics.
- Editing and proofreading of a variety of proposal, presentation and document deliverables.

05/2000 – 06/2002 **Senior Quality Assurance Specialist: Worldcom, Cedar Rapids, Iowa.**

Responsibilities:

- ❑ Comprehensive testing of system software throughout multiple lifecycle phases including regression testing, system test of new functionality, end-to-end testing and integration testing with multiple external systems.
- ❑ Creation of detailed functional system requirements for complex, multi-
- ❑ system projects.
- ❑ Participation in cross-functional project teams and project assessment teams to determine project cost estimates and speak to system issues within projects.
- ❑ Support of live production cycles through timely resolution of critical path issues and ad hoc testing of production fixes.

09/1998 – 05/2000 **Software Project Manager: Worldcom, Cedar Rapids, Iowa.**

Responsibilities:

- ❑ Coordination of a variety of software development initiatives across multiple applications and systems.
- ❑ Management of cross-functional project teams consisting of system and business analysts.
- ❑ Management of all project phases from definition through implementation including assessment of development cost, creation of project timelines, meeting of key delivery dates and comprehensive status reporting and communication.
- ❑ Presentations and reporting.

08/1997 – 09/1998 **Marketing & Media Coordinator: EXTRACORP, Marion, Iowa.**

Responsibilities:

- ❑ Copywriting, layout and design of all product-related literature including brochures, product sheets and print display advertising.
- ❑ Complete design and maintenance of two monthly newsletters targeted to various industry segments.
- ❑ Press release generation including copywriting and coordination with fax broadcast service.
- ❑ Maintenance of customer mailing list databases.
- ❑ Copywriting and editing of initial patent application drafts.
- ❑ Coordination of all company trade show activity.

09/1996 – 08/1997 **Technical Writer: EXTRACORP, Marion, Iowa.**

Responsibilities:

- ❑ Writing and final editing of all end-user documentation including product reference manuals, tutorials and other reference materials.
- ❑ Editing and formatting of internal documentation including engineering design specification documents, design figures and support guides.
- ❑ Writing, design and generation of PC-based online help files.
- ❑ Communicative liaison activities between all company departments including engineering, program management and sales.

06/1995 – 04/1996 **Technical Writer: MetaCommunications, Inc., Iowa City, Iowa.**

Responsibilities:

- ❑ Complete documentation of newly developed software technologies.
- ❑ Writing and design of various promotional documents.
- ❑ Design of an in-house procedural and orientation booklet.
- ❑ Telephone correspondence including sales/marketing promotion.

EDUCATION:

M.B.A. University of Iowa. May 1999

M.A. English Iowa State University of Science and Technology. May 1994.

B.A. English University of Iowa. May 1992.

CERTIFICATIONS/ MEMBERSHIPS/AWARDS:

- ❑ Project Management Professional (PMP), Project Management Institute, March 2005
- ❑ Member, Project Management Institute (PMI), 4/2004 – present
- ❑ Associate Member, Association for Information and Image Management (AIIM), March 2004 – present
- ❑ Six Sigma Yellow Belt Certification, The Juran Institute, January 2007

Maureen A. Lockwood, DM

411 East 28th Street South ~ Newton, IA 50208
Home Phone (641) 792-2572
Cell Phone (641) 521-4841

PROFESSIONAL EXPERIENCE

NOVEMBER 1999 - CURRENT
Manufacturing Manager
THOMBERT, Inc.

Provide top level management and strategic planning for a two-site manufacturing firm. Responsible for all aspects of the factory operations: production, engineering, inventory, warehousing and distribution. Actively creating a cultural change toward an environment of partnership, cooperation and employee involvement within a union setting.

- Supervise a staff of front line supervisors.
- Facilitate leadership to develop strategic plan for increased sales and improved profitability.
- Develop key operational measures to monitor and track daily operations to better predict and support financial statements.
- Reduced operating costs and improved labor efficiencies.
- Implemented numerous employee involvement teams that have provided results including: 56% reduction of scrap costs, 25% reduction of changeover time, significant cost reductions and productivity enhancements, and improved buy-in of safety policies and procedures.
- Member of Labor Contract Negotiating Committee.

OCTOBER 1987 TO SEPTEMBER 1999
NEWELL - RUBBERMAID

June 1998 - September 1999
Production Manager

Managed all aspects of cost, quality, service, and performance improvement of production for blow molding, injection and structural foam molding operation. Responsible for identifying, developing and implementing projects to improve the production flow while reducing costs and scrap, and improving inventory accuracy and site results. Developed strategic objectives and position the operation for World Class Status. Provided leadership and growth for all associates that fosters teamwork, sound business decisions and fairness.

- Supervised a staff of 10, including Production Facilitators, Team Leaders, Kan Ban Coordinator, MIS Technicians and 300+ direct and indirect associates.
- Reduced scrap rate by over 50% through associate awareness and partnership in the problem solving process.
- Implemented Work Group Teams to build associate ownership, teamwork and consistency in the production process.
- Increased In-Process Inventory Turns from 45 to 88.
- Kaizen Events Training Manager, responsible for the development and facilitation of training for all Kaizen Process Improvement Teams.

1997 - 1998
Distribution Manager

Responsible for logistics of raw material and finished goods warehouse and inbound and outbound shipments. Managed 500,000 sq. ft. distribution center, with annual shipments in excess of $90 million annual.

> Supervised staff of 10, including Team Leaders, Load Planners, Order Planner, Systems Administrator, Specials Coordinator and MIS Technician and over 100 shipping and warehousing employees.
> Reduced freight costs by over 25% resulting in an annual $2.6 million savings.
> Re-slotted warehouse to maximize storage capacity and efficiency of material handling.
> Implemented quarterly Partnership Meetings with carriers to develop strategies that resulted in improved delivery performance and cost reduction.

1993 - 1997
Quality and Materials Manager

Responsible for Quality, Production Planning, Purchasing, Cycle Counting, and MIS Departments. Managed the efficient utilization of material, machine and labor resources to achieve business goals.

> Supervised a staff of 17, including Quality Team Leader and Auditors, Industrial Engineering Technician, Production Planners, Purchasing Supervisor, MRO Expeditor, Cycle Counter, Tool Crib Attendants, MIS Technician and System Administrator.
> Lead Quality Systems Implementation for ISO 9002 Registration.
> Significantly reduced customer complaints and returns.
> Implemented quality training for all new hires.
> Received high praise and recognition for establishing consistency from all associates in quality decision making.
> Ensured Production Plan maximized output to meet customer requirements in a capacity constrained environment.
> Managed $20 million annual in all site and BOM and MRO purchases.
> Responsible for coordinating Annual Physical Inventory.

1987 - 1993
Industrial Engineer / Continuous Value Improvement Coordinator

Responsible for direct and indirect labor improvements, facility layout, and cost studies. Coordinated numerous capital appropriation projects. Established site safety program. Lead site Continuous Value Improvement efforts for cultural change of associate involvement in problem solving, interpersonal and leadership skills.

> Implemented a real time Process Monitoring System for all production equipment that resulted in over $200,000 savings.
> Site coordinator for all new product start-ups.
> Developed and implemented site Safety Procedures including Plant Emergency evacuation Plan, Accident Reporting, Temporary Alternate Duty and Employee Safety Contacts.
> Conducted all Mechanical Aptitude Testing.

EDUCATION

Doctorate of Management – University of Phoenix - 2008
Dissertation Topic: The relationship of self-efficacy, perceptions of supervisor leadership style, and blue-collar employee engagement.

Master of Business Administration- University of Wisconsin – Whitewater - 2004
Emphasis in Management

Bachelor of Science in Engineering- University of Iowa - 1987
Major: Industrial Engineering

TRAINING/FACILITATION EXPERIENCE

Continuous Value Improvement Training – facilitated 40 hour training course for Rubbermaid employees throughout the country. Facilitated 50+ classes.

The 7 Habits of Highly Effective People – certified facilitator for Appanoose County Iowa. Facilitated 15+ classes.

Presentation of overview of dissertation findings - to Newton, Iowa leaders and Thombert, Inc. management.

REFERENCES

Available upon request

Curriculum VITAE

Dr. Neal L. McGregor
622 Southgate Road
Carroll, IA 51401
785 257 0106 (cell)

OBJECTIVE

Fulltime teaching and research at the university level as well as consulting activities for business and security.

EDUCATION

	Institution	Degree
Currently:		
	Fort Hays State University Fort Hays, KS	**Pursuing a Masters** **Legal Studies**
2005	Walden University St. Paul, MN	**Ph. D.** ***Management and Administration***
1995	University of Missouri Kansas City, MO	**Master of Business Administration** ***Organizational Behavior***
1992	Park University Parkville, MO	**Master of Arts** ***Religion***
1988	Park University Parkville, MO	**Bachelor of Science** **Majors in:** ***Management/HR*** ***Criminal Justice & Social Psychology***
1977	Johnson County Community College Overland Park, KS	**Associate of Arts** ***Law Enforcement***
1965	Concordia High School Concordia, KS	**Diploma** ***General Education***

WORK EXPERIENCE

Academic

DeVry University Kansas City, MO: Asso. Professor of Business instructing management and business courses.

Des Moines Area Community College: 3 years Business Administration Department head and instructor of business, religion, and philosophy course. Diversity Council Chairman.

Cloud County Community College: 2 years Curriculum Specialist for Criminal Justice; Teaching Criminal Justice courses and Philosophy.

Park University: 17 Years, Adjunct Senior Professor for face-to-face and on-line graduate and undergraduate courses: Human Resources, International Business, Organizational Behavior, Principles of Management, Small Business Management, Labor Relations, Operations Management, Complex Organizations, Business Ethics, World Religions, Life, Death, and the Hereafter, and Philosophy of Religion

Graceland University: 14 Years, Adjunct Instructor for courses: Introduction to Religion, Sociology of Religion, Philosophy of Religion, Health Care Leadership, and Marketing

Business

21 years Federal Manufacturing and Technologies, Kansas City, Missouri
10 years experience in retail business; store manager.
4 years in the refining and manufacturing of petroleum products

Police and Security

12 years in police work in the Kansas City metropolitan area.
26 years security in private industry and business.

OTHER SKILLS & ASSETS

Computer Literate
Open to learning
People focused

INTERESTS

Philosophy, Religion, International Business, World Affairs, Travel

SUSAN REUTTER, MSHS

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BOONE, IA 50036
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EDUCATION

MASTERS OF SCIENCE HUMAN SERVICES
MARCH 2005-SEPT 2006
CAPELLA UNIVERSITY MINNEAPOLIS, MN

CLASSES COMPLETED (4 QUARTER CREDIT HOURS PER COURSE)
PROFESSIONAL AND SCIENTIFIC ETHICS
SOCIAL CHANGE AND PUBLIC POLICY
POLICE AND COMMUNITY RELATIONS
ETHNIC AND CULTURAL DIVERSITY
ISSUES IN COMMUNITY POLICING
JUVENILE DELINQUENCY
SOCIAL SYSTEMS
SCOPE OF HUMAN SERVICES
EPISTEMOLOGY OF PRACTICE KNOWLEDGE
RESEARCH METHODS
HUMAN DEVELOPMENT

BACHELORS OF ARTS/THEOLOGY AUG 1989- DECEMBER 1993
IOWA STATE UNIVERSITY AMES, IA

STATE OF IOWA TELECOMMUNICATOR CERTIFICATION FROM IOWA LAW ENFORCEMENT ACADEMY (ILEA)
BASIC IOWA SYSTEMS TRAINING (ILEA)
STATE OF IOWA LICENSE FOR:
PROPERTY AND CASUALTY INSURANCE
LIFE AND HEALTH INSURANCE
(EXPIRED OCTOBER 2008)

EMPLOYMENT

BUENA VISTA UNIVERSITY AUGUST 2008-PRESENT
STORM LAKE
INSTRUCT PROFESSIONAL ETHICS MARSHALTOWN CAMPUS
PHIL/REL 335
INSTRUCT RACE, CLASS, AND GENDER IN AMERICA ONLINE
SOC/SWK/PHIL 361 THROUGH ANGEL

DES MOINES AREA COMMUNITY COLLEGE JANUARY 2007-PRESENT
ADJUNCT INSTRUCTOR BOONE, IA

INSTRUCT INTRODUCTION TO SOCIOLOGY: FACE-TO-FACE AND WEB-ENHANCED THROUGH WEBCT.

INSTRUCT SOCIAL PROBLEMS: FACE-TO-FACE AND WEB-ENHANCED THROUGH WEBCT

INSTRUCT CRIMINOLOGY: 100% ON-LINE IN WEBCT

BOONE COUNTY SHERIFFS OFFICE — OCTOBER 2007-PRESENT
OFFICE CLERK/MANAGER — *BOONE, IA*

ADMINISTRATIVE DUTIES INCLUDE PROCESSING FEES FOR CIVIL ACTIONS, DRIVERS LICENSE RECORDS, BACKGROUND CHECKS, SEX OFFENDER REGISTRY, AND WEAPON PERMITS. CIVIL PAPERS AND GARNISHMENTS ARE ADMINISTERED. ARREST REPORTS, INCIDENT REPORTS, AND ACCIDENT REPORTS ARE COMPLETED. UPON COMPLETION OF THE ARREST, INCIDENT, AND ACCIDENT REPORTS, CRIMINAL FILES ARE CREATED AND THE INFORMATION IS THEN DISSEMINATED TO THE COUNTY ATTORNEY'S OFFICE. THE POSITION INCLUDES WORKING IN CONJUNCTION WITH THE AUDITOR'S OFFICE FOR MANAGING THE BUDGET AT BOONE COUNTY JAIL, 911 COMMUNICATION CENTER AND SHERIFF'S OFFICE.

911 TELECOMMUNICATOR — AUGUST 2006-OCTOBER 2007

RESPOND TO ALL INCOMING CALLS ON 911 AND OTHER CITY AND COUNTY LINES. THE COMMUNICATIONS CENTER IS MULTI-JURISDICTIONAL; BOONE COUNTY, CITY OF BOONE, CITY OF MADRID, AND CITY OF OGDEN. CERTIFICATION WAS PROVIDED AND COMPLETED THROUGH THE IOWA LAW ENFORCEMENT ACADEMY. BASIC IOWA SYSTEMS TRAINING WAS ALSO COMPLETED. RESPONSES INCLUDE THE COMPLETION OF ASSISTANCE AND RELAYING THE INFORMATION TO OFFICERS AND OTHER EMERGENCY AGENCIES TO PROVIDE ASSISTANCE. CALLS ARE RECEIVED FOR ALL BOONE POLICE DEPARTMENT, BOONE FIRE DEPARTMENT, BOONE COUNTY HOSPITAL, MADRID FIRST RESPONDERS, MADRID FIRE DEPARTMENT, WOODWARD FIRST RESPONDERS, WOODWARD FIRE DEPARTMENT, OGDEN FIRE DEPARTMENT, OGDEN FIRST RESPONDERS, PILOT MOUND FIRE, PILOT MOUND FIRST RESPONDERS, AND BOXHOLM FIRE DEPARTMENT. THE CLERICAL RESPONSIBILITIES INCLUDE; RUNNING CRIMINAL HISTORIES, ENTERING WARRANTS, PROTECTION ORDERS, MISSING PERSON REPORTS, STOLEN PROPERTY, CREATING CALL REPORTS, AND COMPLETING RADIO LOGS.

ADDITIONAL TASKS INCLUDE FUNCTIONING AS A JAILOR DURING THE BOOKING PROCESS IF THERE IS A FEMALE ARRESTEE, AND PROCESSING PRISONER MAIL. THE OPERATION OF JAIL DOORS IS WITHIN THE COMMUNICATION CENTER. THIS INCLUDES MONITORING PRISONERS VIA SURVEILLANCE CAMERAS AND INTERCOMS. THE JAIL DOORS ARE OPENED

AND LOCKED WITH A COMPUTER SYSTEM. COMMUNICATION WITH THE JAILORS AT ALL TIMES IS MANDATORY FOR EVERYONE'S SAFETY.

COMMUNICATION DATA SYSTEMS — JULY 2006-2007
CUSTOMER SERVICE

RESPOND TO ALL INCOMING CALLS FROM CUSTOMERS NEEDING ASSISTANCE. THE CUSTOMER'S NEEDS VARY GREATLY. CDS IS THE LARGEST MAGAZINE SUBSCRIPTION PROCESS COMPANY IN THE UNITED STATES. THE POSITION PROCESSED ALL THE CUSTOMERS NEEDS VIA TELEPHONE AND MAIL. THE MAJORITY OF CALLS LAST BETWEEN 30-180 SECONDS. ALL COMMUNICATIONS WITH THE CUSTOMER JUDGED FOR CUSTOMER SATISFACTION AND EFFICACY.

STATE FARM INSURANCE — 2002-2005
AGENT ASSOCIATE — *BOONE, IA*

PROTECTING CLIENTS FROM CURRENT AND FUTURE CRISIS IS THE GOAL. COUNSELING IS IMPERATIVE TO MEET THE GOALS OF THE CLIENT. ETHICAL CODES AND PRACTICE PROTECT THE INTEREST OF ALL INVOLVED. CONFIDENTIALITY AND COMPLIANCE WITH ALL FEDERAL AND STATE LAWS IS ASSUMED. THE FIRST FOCUS IS ON DISCOVERING THE CLIENTS NEEDS. THE INTAKE PROCESS IS QUITE COMPREHENSIVE. THE PROCESS OF DISCOVERY TRAVELS THROUGH THE DEFINITION OF NEED, PROTECTION ALREADY IN PLACE, CREDENTIALS OF CLIENT, AND PROVIDING PROTECTION. THE SERVICES PROVIDED BY THE FOR-PROFIT ORGANIZATION ARE PROPERTY, CASUALTY, LIFE, HEALTH INSURANCE AND FINANCIAL SERVICES, INCLUDING SECURITIES. THE MISSION OF THE AGENCY IS TO PROVIDE AND PROTECT.

SKILLS

- KNOWLEDGE OF THE PRINCIPLE AND METHODS FOR CURRICULUM AND TRAINING DESIGN.
- EXCELLENT COMMUNICATION SKILLS.
- KNOWLEDGE OF GROUP BEHAVIOR AND DYNAMICS
- ABILITY TO EVALUATE PERFORMANCE AND SKILL
- KNOWLEDGE OF THEORY, PRACTICE MODELS, DIAGNOSTIC, AND ETHICS INVOLVED IN COUNSELING A STUDENT OR COWORKER.
- KNOWLEDGE OF MANY ETHNIC AND RELIGIOUS BACKGROUNDS
- COMFORTABLE SPEAKING IN PUBLIC FORUMS
- EFFECTIVE IN WRITTEN COMMUNICATION

- Critical Thinking
- Active Listening
- Time Management
- Ability to present complex material in an effective manner to promote understanding.
- Successful at both inductive and deductive reasoning
- Successful work individually and in groups
- Willingness to take on responsibility
- Accountability
- Integrity

Jeanette L. Tate
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Clarion, IA 50525
(563)580-1405
jeanetteisu@yahoo.com

EDUCATION:

Currently A.B.D. in Rural Sociology
Areas of Concentration in Social Psychology and Social Change
12 Graduate Credits in Physical Education
Iowa State University
Current GPA: 3.85
Dissertation Title: An Inquiry Into The Use of Computer Technology in Rural Iowa High Schools
Dissertation Chair: Peter F. Korsching

M.S. in Sociology, Iowa State University, Summer 1995
Thesis Title: A content analysis of Sports Illustrated for Kids magazine: The importance of race, class, and gender

B.S. in Psychology, Iowa State University, Spring 1993
Minors in Sociology and Child Development

ADDITIONAL TRAINING:

Generational Differences in Approaches to Learning, DeVry University Online, Spring 2009
Issuing Incomplete Grades, Ashford University Online, Spring 2009
Sexual Harassment in the Workplace, Ashford University Online, Spring 2009
Blackboard Online Facilitator Training, Ashford University Online, Spring 2007
Blackboard Online Facilitator Training, Baker College Online, Spring 2007
Outlook Express Online Facilitator Training, Axia College Online, Spring 2006
V-Class for Beginning Users, Iowa Central Community College, Spring 2006
V-Class for Intermediate Users, Iowa Central Community College, Spring 2006
Graduate Seminar: Gangs 101, University of Sioux Falls, Summer 2005
Angel Online Facilitator Training, Rasmussen College Online, Summer 2005
E-College Online Facilitator Training, DeVry University Online, Spring 2005
Socrates Online Facilitator Training, Socrates Distance Learning Technology Group, Spring 2005

PROFESSIONAL WORK EXPERIENCE:

Teaching

Visiting Professor DeVry University Online. Spring 2011 to present. Courses taught: *Culture and Society; Cultural Diversity in the Professions.*
Adjunct Instructor Mercy College of Health Sciences. Fall 2009 to present. Courses taught: *Introduction to Sociology; Caring in a Diverse Health Care Environment.*
Adjunct Instructor Ashford University Online. Summer 2007 to present. Courses taught: *Introduction to Anthropology; Introduction to Sociology.*
Adjunct Instructor Baker College Online. Summer 2007 to Fall 2009. Courses taught: *Cultural Diversity; Social Problems.*
Adjunct Instructor Des Moines Area Community College Online – Boone Campus. Spring 2006 to Spring 2009. Courses taught: *Courtship, Marriage, and the Family; Introduction to Sociology.*
Adjunct Instructor DeVry University Online. Spring 2005 to Fall 2010. Courses taught: *Culture and Society; Cultural Diversity in the Professions.*
Adjunct Professor Buena Vista University – Ft. Dodge Center. Fall 2003 to Fall 2009. Courses taught: *Methods of Social Research; Sociological Theory; Social Problems.*
Instructor Iowa State University. 2007 to 2009. Courses taught: *Community; Ethnic and Race Relations.*
Adjunct Instructor Axia College of Western International University. Fall 2006. Course taught: *World Culture and the Arts.*
Adjunct Instructor South University Online. Fall 2005 to Spring 2007. Course taught: *Introduction to Sociology.*
Adjunct Instructor Rasmussen College Online. Summer to Fall 2005. Courses taught: *Introduction to Sociology.*
Professor of Social Science Iowa Central Community College. Fall 2004 to Spring 2006. Courses taught: *Introduction to Sociology; Introduction to Psychology; Social Problems; The College Experience; Sport & Society.*
Assistant Professor of Social Science Iowa Central Community College. Fall 2003 to Spring 2004. Courses taught: *Introduction to Sociology; Social Problems; The College Experience.*
Assistant Professor University of Dubuque. Fall 2002 to Spring 2003. Courses taught: *Introduction to Sociology; Social Problems; Social Theory; Inequalities of Race, Class, and Gender.*

Adjunct Instructor American Institute of Business. 2002 and 2003. Courses taught: *Introduction to Psychology; Introduction to Sociology.*
Adjunct Instructor Iowa Central Community College. 2001 and 2003. Courses taught: *Introduction to Sociology; Social Problems.*
Adjunct Instructor Graceland University (formerly Graceland College) – Des Moines Center. 2000 to 2001. Courses taught: *Social Problems; Courtship, Marriage, and the Family; Juvenile Delinquency; Racism and Discrimination.*
Adjunct Instructor Des Moines Area Community College – Ames High School Center. 1998. Courses taught: *Courtship, Marriage, and the Family; Introduction to Sociology.*
Graduate Teaching Assistant / Instructor Iowa State University. 1993 to 1997. Courses taught: *Rural Institutions and Organizations; Introduction to Sociology.*

Research
Undergraduate Research Assistant The Study of Mathematically Precocious Youth, Iowa State University, (Fall 1992 to Spring 1993). Performed basic steps in the research process such as coding and entering data.
Graduate Research Assistant Sociology Department Computer Lab, Iowa State University, (Fall 1993 to Spring 1994). Assisted graduate students and faculty with software packages installed in departmental computer lab.

Student Services
Student Program Advisor Graceland University, Des Moines Campus, (Spring 2000 to Summer 2001). Responsible for oversight and management of advising students on the satellite campus. Monitored academic progress of students. Maintained academic files and processed forms to assist students in meeting college and department requirements regarding academic progress, curriculum adjustments, and registration. Assisted students in interpreting program of study (P.O.S.) forms. Developed and conducted appropriate training programs related to orientation, registration, and academic progress. Assisted with career exploration and special learning opportunities including internships and practicums. Assessed students' developmental learning needs and referred students with special needs to appropriate campus resources.

Assistant Site Coordinator Graceland University, Des Moines Campus, (Spring 1999 to Spring 2000). Assisted in overseeing operation of bachelor's degree completion program. Assisted in all day-to-day administrative tasks including communication with instructors, advising students, recruitment and retention, and serving as a resource for financial aid, admissions, and registration questions.

Graduate Assistant / Student-Athlete Counselor ISU Department of Intercollegiate Athletics, (Summer 1997 to Spring 1999). Assisted in overseeing academic support for 450 student-athletes in 20 varsity sports. Assisted in implementing NCAA Life Skills Program.

Graduate Assistant / Tutor Marketer ISU Dean of Students Office, (Fall 1996-Spring 1997). Interviewed, hired, supervised, and evaluated over 200 tutor employees. Created newspaper ads and other methods of employee and client recruitment.

PROFESSIONAL PUBLICATIONS:
Carr, Ana R., Carolyn S. Dunham, Joy A. Gieseke, Eric B. Imerman, Margaret M. Kroma, Jeanne M. Link, Peggy Petrzelka, Melody A. Ramsey, Kimberly S. Stratton, Marcella B. Szymanski, Jeanette L. Tate-Clark. 1996. "Review of Diffusion of Innovations," (4th ed.) by Everett M. Rogers. New York: Free Press, 1995. Appearing in Rural Sociology 61: 381-383.

Lillywhite, Jay, Andy Kaufman, Gregory Peter, Fumitaka Sato, Jeanette Tate, Syed Noor Tirmizi, and Joy Gieseke. 1998. "More Than Just Another Dam Project: Gaining Insights into Applied Research Through a Post Evaluation of the Lake Red Rock Study." Social Insight 3: 18-24.

MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS:
American Sociological Association
Rural Sociological Society – Life Member

HONORS AND AWARDS:
Admitted to Golden Key National Honor Society, 2008
Nominated for "Faculty of the Year" Award, University of Dubuque, 2002-2003
Joe M. Bohlen Memorial Scholarship for Contributions to the Study of Adoption and Diffusion of Innovations, Spring 2000
Gamma Sigma Delta Honor Society of Agriculture, member, Spring 1998 - present
Alpha Kappa Delta International Honor Society for Sociologists, member, Fall 1993-present
ISU Teaching Excellence Award, Fall 1995

ACADEMIC SERVICE, COMMITTEES AND OFFICES HELD:
Iowa Central Community College Curriculum and Evaluation Team, Fall 2005
Iowa Central Community College CAD Tech Program Review Team, 2005-2006
Iowa Central Community College Education Association, Board Member, Fall 2005 to Spring 2006
Iowa Central Community College Education Association, Nominating Committee, Spring 2005
Iowa Central Community College Learning Improvement Process (LIP) Team, member, Fall 2003 – Spring 2006
Iowa Central Community College Education Association, member, Fall 2003 – Spring 2006
Iowa Central Community College Science Department Review Team, Spring 2004
Iowa Central Community College, Student Achievement Grounded in Equity (SAGE) Team, facilitator, Spring 2004
University of Dubuque, Planning and Finance Committee, Fall 2002; Spring 2003
University of Dubuque, Diversity Council, Spring 2003
University of Dubuque, Orientation Committee, Spring 2003
University of Dubuque, Student-Athlete of the Year Selection Committee, Spring 2003
University of Dubuque, Student Leadership Conference, Workshop Leader, Spring 2003
University of Dubuque, Social Justice Union, Faculty Advisor, Spring 2003
ISU Faculty Senate, graduate student representative, Fall 1997
ISU Student Organization of Sociologists, member, Fall 1993-present; chapter secretary, 1996-1997
ISU Alpha Kappa Delta Honor Society, chapter secretary, Spring 1996
ISU Sociology Department Development Committee, 1994-1995

COMMUNITY ACTIVITIES:
Mercy Court Apartments, Des Moines, IA – Volunteer, Activities Department, Spring 2010 to present
Children and Families of Iowa – Volunteer, Fall 2009
First Lutheran Church, Clarion, IA – Church Choir Member, 2001-2002
First Lutheran Church, Clarion, IA – Sunday School Teacher, 2003-2004
National Kidney Foundation, Patient and Family Council, 2004 to present

REFERENCES:
Judge Brown, Jr., M.S.
Instructor, Social Science
Iowa Central Community College
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Iowa State University
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Marty M. Salter, M.A.
Associate Professor of Speech Communication
Pellissippi State Technical Community College
10915 Hardin Valley Road
Knoxville, TN 37933
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Deborah Thompson
1000 N 4th St., MR 699
Fairfield, Iowa 52557
USA
Home: (641) 209-9641
Cell: (954) 798-1527
E-mail daqui123@yahoo.com

PERSONAL

Enjoy creative activity that integrates professional and personal growth. Self motivated, resourceful, and able to function independently in a variety of situations. Enjoy working with other self-motivated individuals and teams, especially for the good of mankind.

EDUCATION

April 2006 Awarded an experienced-based Doctor of World Peace from Maharishi European Research University, Seelisberg, Switzerland.

Fall 2004 Graduate Student, MATeaching, Maharishi University of Management, Fairfield, IA, USA.

2002-2003 Graduate Diploma in Teaching Second Languages, University of Southern Queensland, Australia.

1996-1998 MA, Professional Writing, recipient of Outstanding Student Award, Maharishi University of Management, Fairfield, IA, USA.

1990-1 month Fellowship, University of Salamanca, Spain. Graduate training course for teachers of Spanish.

1989-2months Fellowship, Ministry of Education, Venezuela. Graduate Diploma in Teaching Spanish as a Foreign Language.

1987-1988 Fellowship, National Institute of Higher Education, Research, Science, and Technology (NIHERST) & Ministry of Education, Trinidad and Tobago. Advanced Diploma in Foreign Language Education.

1983 BA, (magna cum laude), Spanish Language and Linguistics, University of the West Indies, St. Augustine, Trinidad & Tobago.

EMPLOYMENT

2008-present *ESL/Writing instructor, Maharishi University of Management, Fairfield, IA, USA.*
Design and deliver intensive English for Academic Purposes and College Composition I and II, especially for international students. Designed and taught Business Writing to undergraduate students in Beijing, China.

2007 *Project administration and freelance writing.* Research, plan and coordinate projects to facilitate the provision of educational programs in the English-speaking Caribbean.

2005-2007 *Local Director of Consciousness-based programs, South Florida, USA.* Organized and delivered outreach community programs.

2001-2004 *First-year Academic Advisor, Maharishi University of Management, Fairfield, IA, USA.*
Facilitated student orientation to the university; member First-Year curriculum committee; taught College Composition I and Science of Creative Intelligence.

1998-2001 *Director, English as a Second Language Program, Maharishi University of Management, Fairfield, IA, USA.*
Supervised the operations of the program, including expansion and advertising, student and staff recruiting, program, curriculum, and materials development, testing, and teaching. Ensured the smooth functioning of the department by obtaining the necessary teaching resources for the faculty, and by taking care of routine administrative needs. Represented the ESL department at various inter-departmental meetings and councils. Prepared official departmental documents for accreditation site visits and for various other purposes. Taught a full load of courses. Provided special purposes instruction to Chinese graduate students of Computer Science. Designed proficiency evaluation procedures for students being admitted to this program.

1992-1996 *Full-time ESL Instructor, Maharishi University of Management, Fairfield, IA, USA.*

Taught a full teaching load to students of diverse cultures, age groups, and educational backgrounds. Assisted the program director with various administrative duties, and worked with other faculty in developing teaching materials, syllabi, and extra-curricular activities for students.

1986-1991 — *Part-time and full-time (1989-1990) Cadet Instructor of Spanish Language and ESL, NIHERST, School of Languages, Port of Spain, Trinidad.*
Designed and developed instructional units for teaching Spanish and ESL to adults. Assisted in the development of a Spanish course for the Hotel Industry.
Designed and prepared comprehensive tests for elementary and intermediate students of Spanish and ESL. Prepared testing packages for use throughout the school. Prepared Spanish tests for the Hotel Industry course.
Administered oral and written tests in Spanish and ESL for the School of Languages. Assisted in planning SOL's Spanish and ESL curricula.
Taught proficiency classes in Spanish (elementary) and ESL (elementary and intermediate) to adults. Taught a course titled *SPANISH IN THE UN* to employees of the United Nations Economic Commission for Latin America and the Caribbean (UN/ECLAC), Trinidad, WI. Supervised 14 instructors in the implementation of SOL's program.

1983-1985 — *Teacher II, Ministry of Education, Providence Girls Catholic School, Trinidad.*
Taught grades 7-12: Spanish Language, English Language and Literature.
Conducted oral evaluations in Spanish for the Caribbean Examinations Council (CXC Barbados, WI). Tested 12th- Grade students taking this exam.

1978-present — *Part-time and full-time instructor of the Transcendental Meditation program.*
Organized and taught courses in the Program. Helped to train teachers of the Program at various times. Managed and worked (technician) at an Ayur Ved Prevention Center. Helped train other technicians. Helped launch several projects. Helped run various centers.

PUBLICATIONS

- Thompson D., Growing Pleasures: Fairfield's Strong Support Systems are Well-equipped to Handle Expansion, *The Iowa Source Magazine*, February 1997.
- Thompson D., Marie Zenack Takes Natural Birth Control to China, *Everybody's News*, November 1997.
- Thompson D., Natural Home Delivery, *Everybody's News*, January 1998.
- Thompson D., Spirit of Compassion: A Former Fairfielder Organizes Efforts to Help Native Americans in the Dakotas, *The Iowa Source Magazine*, November 1998.

CONFERENCES & PRESENTATIONS

- TESOL Convention, St. Louis, Missouri, Feb- Mar 2001.
- Second Caribbean Language Conference, Port of Spain, Trinidad, July 9-12 1991, NIHERST and Government of Trinidad and Tobago.

INTERESTS & ACTIVITIES

- Teach and actively participate in an effective, scientifically validated program of stress management and personal development.
- Participate in informal sporting and cultural activities. Especially enjoy hiking, camping, swimming, dancing, singing, and travelling. Budding writer.

COMPUTER SKILLS

- Operating Systems: MS Windows, NT 4.0, MacOS.
- Software Applications: MS Office: Word, Power Point, Outlook, Internet Explorer; QuarkXpress, Inspiration, MS Office for MacOS–intermediate proficiency.

LANGUAGES

- Native speaker of English.
- Advanced proficiency in Spanish.
- Intermediate proficiency in French.

- Beginner proficiency in Portuguese.
- High School Latin.