

## QUALIFICATIONS SUMMARY

**Customer focused Business Leader with extensive Management, Marketing, Operations, and Sales experience.** Proven results in analyzing complex business issues and designing and implementing workable solutions. Highly respected and trusted by customers, employees, partners and competitors. Recognized for an impressive work ethic and collaborative management style.

### Career History

#### **Comm-Works, LLC, Plymouth, MN**

**9/2009 – 8/2010**

##### ***PRACTICE LEADER***

- Developed complete business case for service offerings, including market requirements, competitive analysis, pricing, training plans, and service and solution introduction plans
- Assisted in development of business and marketing requirement documents for service and product offerings
- Partnered with Sales Account Executives in a pre-sales capacity presenting products and services while developing solutions aligned to the customer's business requirements and IT priorities
- Collaborated with Marketing to develop customer –facing sales materials, including brochures, data sheets, presentations, and webinars

#### **Blue Cross Blue Shield of Minnesota, Eagan, MN**

**5/2008 – 9/2009**

##### ***CLIENT SERVICE MANAGER***

- Partner with Service and Account Management to develop and maintain business relationships for new and renewing major accounts.
- Administer and manage multi-million dollar performance guarantees.
- Initiated Service Organizational newsletter and served as Editorial Board chair.
- Collaborated to design demo tool to educate present and potential clients about BCBS Service.
- Instituted process improvement for channeling Service training requests and determining the deliverable end product.

#### **Gelco Information Network, Eden Prairie, MN**

**6/2007 – 10/2007**

##### ***DIRECTOR OF IMPLEMENTATION***

- Refined processes to provide global implementation strategy to meet company objectives and incremental growth.
- Introduced Project Management methodology, discipline, and tools to establish implementation efficiencies.
- Provided clarifying leadership and direction to affect team turnaround in morale and performance.

*Position eliminated as a result of acquisition which was announced in my third week of employment.*

#### **Lightyear Network Solutions, LLC, Louisville, KY**

**2005 – 2007**

##### ***SENIOR DIRECTOR, OPERATIONS***

- Established processes and discipline to drive management of call center, focusing on existing operations which required improvement in productivity and efficiency. Established standardized statistical reporting, management meetings, performance indicators, and attendance standards.
- Developed and implemented a bilingual team to save the company \$250,000 in annual costs for translation and temporary positions.
- Forced by an eleventh hour acquisition, created and executed process, training, and staffing changes, including adaptation of diverse systems, to transition 30,000 additional customers to the organization, increasing overall monthly call volume by 250%.

**Norstan Communications, Minneapolis, MN**

**1992 – 2005**

***MANAGING PARTNER/DIRECTOR***

***2001 – 2005***

- Developed and marketed corporate-wide service contracts, programs, and pricing.
- Created strategic partnerships with vendors targeting the support of their products.
- Managed corporate customer satisfaction, retention, and loyalty programs, reaching a consistent score in excess of 97%.
- Maintained profit and loss ownership for corporate service revenue.
- Branded service offerings to create market awareness; designed and launched new service marketing collateral material.
- Introduced leading-edge remote management service offering netting \$700,000 in revenue in the initial year.

***DIRECTOR OF SERVICE***

***1998 – 2001***

- Hired and developed team to promote sales and renewals of customer maintenance contracts supporting customer base of 18,000 customers. Responsibility for service programs, pricing and revenues of \$82,000,000. Grew revenues by 6% during first year.
- Recognized for the ability to grow effective teams, and promote and retain quality talent.
- Overhauled product obsolescence program. Defined policies based on ability to procure spare equipment, manufacturer relationships and availability of trained personnel to deliver services. Salvaged \$3.9 million of annual revenue from otherwise obsolete equipment.

***ENTERPRISE ACCOUNT PRODUCT MANAGER***

***1996 – 1998***

- Collaborated with major manufacturing partners to create reciprocal National Account Program. Implemented rules of engagement, contract negotiations, billing processes, ongoing monitoring, service level agreements and contract compliance. Program generated \$5 million annually.

***INSTALLATION SUPERVISOR***

***1993 – 1996***

- Accountability for successful implementation of all telecommunications equipment installations for customer base. Expanded, managed and developed team of technicians, design coordinators, and trainers.

***PROJECT COORDINATOR***

***1992 – 1993***

- Developed coursework and delivered training for end-user customers on the use of their phone and voice mail systems.

**Taggart Group, Inc., Minneapolis**

***1988 – 1991***

**OWNER, DEVELOPER, TRAINER**

- Incorporated organization and developed curriculum for the purpose of training end-user telephony customers.

**EDUCATION**

**University of Wisconsin-Milwaukee**

Bachelor of Science, Education – Magna Cum Laude

**PROFESSIONAL DEVELOPMENT and TRAINING**

Marketing Service Companies, University of Chicago, 2004

Fundamentals of Marketing, Carlson School of Management, University of Minnesota, 2002

Strategic Pricing, Carlson School of Management, University of Minnesota, 1998

Advanced Project Management, Carlson School of Management, University of Minnesota, 1996

Project Management Professional Coursework, Project Management Institute, 1995

**MEMBERSHIPS**

Parish Renovation Committee, Chair, 2008-2009

Parish Grant Board Member, 1998-2000

Corporate Recognition Program, Chair, 1999 – 2000

Parish Council Member, 2002-2005, 2008 - Present