

# Michael Muzzy

Operations – Management – Leadership

## Contact

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## Key Skills

Operations  
Accounting for Operational  
Decision Making  
Process Clarification &  
Simplification

## Office

MS Office 365  
ConnectWise Manage  
QuickBooks  
Sage Accounting

## Education

2016 - UVM Medical Center  
Certificate in Clinical Pastoral  
Education  
2012 - Marlboro College  
Certificate in Non-Profit  
Mgmt.  
1983 - Champlain College  
A.S. Computer  
Programming  
1980 - Rice Memorial H.S.  
Diploma

## Operations

I am a seasoned problem solver who thinks outside of the box but can still color inside the lines. I enjoy working hard, solving interesting puzzles and having fun doing it.

I enjoy making the workplace “hum”, and believe that clear communication regarding responsibility, process transition points, and accountability are key.

## Management

With many years of supervising both front line staff and managers, I understand what is needed, behaviorally and relationally, for team performance and management decision-making. In my daily activities, I simply deliver that.  
I use GL level data to inform and drive critical business decisions.

## Leadership

I am comfortable in leadership roles as well as supporting leadership. I believe that the opportunity for Leadership exists at every level within an organization through modelling behavior. Whether service staff or CEO, organizational leadership begins with emotional intelligence and self-knowledge.

## Experience

2019 – Present Member VT Works for Women Board of Directors  
Chair Finance Committee  
2018 – Present Connecting Solutions of Vermont, Inc.  
Project Manager – Mgmt. Software Implementation  
2016 – 2018 iTech US Inc.  
Accounting team – subcontractors and A.P.  
1998 - 2015 Ascentria Care Alliance  
- formerly Lutheran Social Services  
- Parent agency of Good News Garage  
Director of Operations  
- Good News Garage New England  
Member of Sr. Operations Team  
- Ascentria Care Alliance  
Prior positions with this agency: Vice President of Operations for Vermont - Program Director, GNG VT - Program Manager, GNG Ready-To-Go program - Garage Service Manager & ASE Certified Master Automotive Technician, GNG VT  
1976 – 1998 Career in Automotive Service

## References

[Available upon request.]