

**Customer focused leader and proven business advisor** recognized for taking responsibility for client success and sustained loyalty with effective leadership, versatility, energy, collaboration, and dedication to organizational excellence. Proven ability to create valued business partnerships, while identifying business needs and providing best solutions.

## PROFESSIONAL COMPETENCIES

Leadership; Management; Team Building	Project Management (CAPM)	Human Resources (SHRM-SCP/SPHR)
Client Relations; Customer Success	Consulting; Product Utilization; ROI	Problem Solving; Informed Decision Making
Interpersonal skills; Communications	Business Analysis; Specifications	Technical Training & Writing
Change Management	Software Implementation	Adult Education; Academic Instruction
Negotiations; Labor Relations	Technical Support	Multiple industries & international experience
Sales Support; Marketing	Systems Testing; Quality Control	Legal skills: litigation, business, instruction

## CAREER ACHIEVEMENTS

- Results oriented project and team leader who maximizes interactions with project teams to gain commitment to product and solutions, while consistently completing projects on time and within budget.
- Instrumental to company growth by building genuine long term relationships ensuring customer retention and satisfaction; and by delivering impactful sales demonstrations consistently resulting in new client contracts.
- Vastly improved business processes within Human Resources office enabling greater offerings and enhanced services without increasing HR staff during period of over 110% organizational growth.
- Developed online client tools and resources for small international company resulting in better service at reduced cost to both clients and company.
- Instrumental contributor in building the foundation of a now successful software start-up company.
- As a College Instructor, supported military personnel in achieving legal education goals while serving overseas.

## PROFESSIONAL EXPERIENCE

**HARRIS ERP / CONSTELLATION SOFTWARE, Broomfield, CO/St. Louis, MO** (<http://www.harriserp.com/en/>)  
**4/2012 to 9/2015.** Innoprise ERP software for local governments throughout North America

### Practice/Product/Project Manager & Application Consultant

As **Practice** Manager: virtually managed team of consultants, including revenue and performance reporting to VP of Professional Services. As **Product** Manager: approved development specifications and managed priorities using Agile PM tools. As **Project Manager/Consultant**: directed multiple concurrent full cycle implementations within highly fluid environment; provided consulting on solutions, conversions, and configuration; delivered technical and end-user training. Collaborated effectively with clients remotely and at client sites during 6-14 month project cycles to complete projects within scope, schedule, and budget. Positively managed customer expectations and guided organizational change management. Partnered with **sales** staff by providing exceptional product demos that contributed to 25% business unit growth in 2014.

**CENTRAL OREGON COMMUNITY COLLEGE, Bend, Oregon** ([www.cocc.edu](http://www.cocc.edu)) **6/2005 to 3/2012**

Mid-size Community College partnering with Oregon State University offering a variety of degree programs

### Assistant Director of Human Resources

In partnership with HR Director, proactively managed all human resource matters for 500+ employees while strategically achieving HR and organizational objectives. Ongoing primary objectives included: supervising and mentoring HR staff; advising and training 60 managers on best practices in leadership, talent management, diversity, conflict, and change; improving HR business processes with technology; maintaining positive college-union relationships; managing talent acquisition, benefits, and compensation.

As HRIS Manager, successfully implemented and maintained HR SaaS applications and online learning programs resulting in a more effective and streamlined HR function. Developed and maintained HR web pages and served on technology advisory committees.

**PREP PROFILE SYSTEMS, Inc., Bend, Oregon ([www.Prep-Profiles.com](http://www.Prep-Profiles.com)) 1/2007 to 1/2010**

Personality Profile Company providing personal/professional development and team building tools to individuals and organizations

**Special Projects Contractor**

In collaboration with company President, developed e-learning programs for PREP's Administrator Certification Program which broadened training accessibility and reduced costs. During a two-year database/client web site redevelopment project, created all online user help documents, conducted database application testing, assisted with user interface design, and contributed to business development planning.

**LOWE'S HOME IMPROVEMENT, Bend, Oregon 7/2004-7/2005**

**Human Resources Manager**

Successfully opened new store after hiring and orienting all staff. Managed all human resource matters for 160 employees. Utilized e-learning and talent management applications to hire, train, and develop staff.

**GL SOLUTIONS (GL Suite), Bend, Oregon ([www.glsolutions.com](http://www.glsolutions.com)) 5/2000 to 11/2003**

Enterprise Software Company offering government regulatory software solutions for state licensing agencies

**Client Services Supervisor, Business Analyst, Training Specialist, Technical Writer, Project Management**

Led team of client support specialists. Effectively built and managed client relationships to ensure client satisfaction while consulting with clients on business processes, best practices for maximum software utilization, software specifications, and user training.

Co-managed full cycle software implementations and ongoing customer support. Assisted sales staff with RFP/RFI preparation. Co-developed project management procedures and tools that positively impacted client satisfaction and company growth.

**BELLATRIX SYSTEMS, INC., Bend, Oregon ([www.bellatrix.com](http://www.bellatrix.com)) 10/1996 to 5/2000**

Electronic systems company providing electronics and software to newspaper and Federal Express clients

**Client Services: Implementation, Technical Support; User Training / HR Manager**

Delivered outstanding implementation and technical support services to over 400 newspaper clients throughout the U.S. Installed single-copy technology (hardware & software) at client sites and delivered comprehensive user training. Consulted with clients on best practices for maximum ROI from Bellatrix technologies by analyzing sales data to improve single-copy operations. In addition to client services responsibilities, developed human resources function from scratch enabling Bellatrix to improve daily operations and positive company culture.

**LEGAL & INTERNATIONAL EXPERIENCE:**

Legal experience includes four years as a Litigation Paralegal (California & Germany / Private & US Government) and two years as a Law Instructor (Central Texas College, Germany Campus).

**EDUCATION – Dedication to Lifelong Learning**

**UNIVERSITY OF CALIFORNIA at Davis**

Bachelor of Arts Degree in Political Science (pre-law)

**BUSINESS EDUCATION & CERTIFICATIONS – (Post-Bachelor Degree)**

- AAS Degree in Business Administration (ongoing; 78 of 92 credits completed)
- Continuing Education in business and technology via Ed2Go.com/Central Oregon Community College
- Project Management classes; CAPM Certification since 2010; PMI Member
- Senior Professional of Human Resources Certifications: SHRM-SCP/SPHR 2006-current
- Team Building, Extensive Professional Development & Leadership Education; PREP Profiles Certification

**UNIVERSITY OF SAN DIEGO, San Diego, California**

Post graduate Paralegal Program resulting in Paralegal Certification

**VOLUNTEER, YouthBuild AmeriCorps, Central Oregon (<http://youthbuildmentoringalliance.org/>)**

Work with YouthBuild program to support at-risk youth (education; career planning; personal mentoring)

## TECHNICAL SKILLS

MS Office Suite (Word, Excel, Outlook, PowerPoint, Visio, OneNote, Project, Access, SharePoint)	PeopleAdmin Applicant Tracking
MS Web Expression; MS Front Page	Workday Human Capital Management; Talent Management
Meeting Tools/ Remote Desktop Services: MS Lync, Go-To-Meeting, WebEx, Adobe Connect	Banner Enterprise Database – HRMS – Sunguard H.E.
Project & Issue Tracking Software: Bugzilla; JIRA	HireRight Background Checking
Salesforce	Unicru (Kronos) Workforce Acquisition & Selection
Goggle SmartSheet	PeopleSoft Enterprise HRMS
GL Solutions/State Licensing Application	Custom 360 Reviews / Performance Management
Point-of-sale database application for Newspaper Industry	Prospera HR management by J.J. Keller
Innoprise Suite / ERP / Community Development Application	StaffWorks (Campbell) Scheduling / Time & Attendance
SaaS based Applications	New Media Learning – E-Learning programs
Basic understanding of SQL	Adobe Presenter for customized E-Learning
	Custom E-Learning Programs