

Customer focused leader and proven business advisor recognized for taking responsibility for client and team success with demonstrated integrity, leadership, versatility, energy, collaboration, and dedication to organizational excellence.

KEY COMPETENCIES

Change Management Consulting / ADKAR Model	Project Management	Human Resources Leadership & Strategy
Software Application Consulting & Implementation	Business Analysis	Team Building; Team Dynamics
Leadership; Management; Coaching	Facilitation	Adult Education & Training
Sales & Marketing	Business Acumen	Metrics; Assessments; Performance Mgmt

CAREER ACHIEVEMENTS

- Over a five year period of 110% growth, expanded HR services without adding staff by successfully leading technology and business process change initiatives resulting in over 50% gains in organizational efficiency and effectiveness within the talent management scope.
- Upon being assigned to recover multiple failing projects, revitalized stakeholder engagement and commitment while proactively identifying and overcoming obstacles enabling projects to be successfully implemented within redefined project scope, schedule, and budget.
- Facilitated professional development and leadership initiatives using PREP Profile Systems that advanced staff self-awareness, leadership competencies and team collaboration while successfully establishing the program as a fundamental tool for staff development and team building.
- Developed online customer training programs and resources for small international company resulting in expanded customer service offerings and reduced customer training costs up to 70%, while reducing the company's technical support burden.
- Co-developed project management tools and procedures that shortened project length (estimating & requirements gathering), reduced company labor and development costs, and increased client satisfaction.
- As a college instructor, empowered military personnel to achieve legal education goals while serving overseas in a challenging environment.

PROFESSIONAL EXPERIENCE

CENTRAL OREGON COMMUNITY COLLEGE, Bend, Oregon (www.cocc.edu)

12/2015 to Present

Project Manager / Change Manager / Business Analyst (Temp)

Direct strategic change initiatives for technology implementations and department process improvements leading to greater organizational effectiveness and consistency within talent management functions of Human Resources.

HARRIS ERP / CONSTELLATION SOFTWARE, Remote (<http://www.harriserp.com/en/>)

4/2012 to 9/2015

Practice Manager / Application Consultant

As **Practice Manager**: virtually managed team of consultants, including revenue and performance reporting to VP of Professional Services 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. Developed custom training plans and user guides to close knowledge gaps during transition. 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. As **Product Manager**: approved development specifications and managed priorities using Agile PM tools.

CENTRAL OREGON COMMUNITY COLLEGE, Bend, Oregon (www.cocc.edu) 6/2005 to 3/2012

Assistant Director of Human Resources

Directed and mentored staff in all HR functions while strategically advancing major change initiatives that aligned benefits of change with primary HR and College objectives resulting in positive impact on both internal and external customers. As HRIS Manager, successfully implemented and maintained HR SaaS applications and online learning programs resulting in a more effective and streamlined HR function.

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

Personality Profile Company providing individual and team development tools

Special Projects Contractor

In partnership with company President, developed e-learning programs for PREP's Administrator Certification Program which broadened training accessibility and reduced training costs to customers. Technical achievements provided 24/7 customer self-services while reducing company support costs.

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

Human Resources Manager

As a member of the senior management team, collaborated with all leaders and staff to successfully open new store.

GL SOLUTIONS (GL Suite), Bend, Oregon (www.glsolutions.com) 5/2000 to 11/2003

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

Client Services Supervisor / Application Consultant / Business Analyst

Led team of Application Specialists while effectively managing client stakeholder relationships to ensure successful execution of technology initiatives that strengthened operational effectiveness. 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) 10/1996 to 5/2000

Applied Technology Company

Application Consultant / Business Analyst / HR Manager

Delivered outstanding implementation and technical support services to over 400 newspaper clients throughout the U.S. Consulted on best practices for maximum ROI from Bellatrix technologies including data analysis to improve sales and single-copy operations after implementation of software and electronics.

As HR Manager 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 studies)

- **Business Administration** (AAS Degree ongoing; 85% completed)
- **Change Management:** Prosci (ADKAR) Certified; Acuity Institute CM Certified; ACMP Member
- **Project Management/Business Analysis:** PMI-CAPM and PMI-BPA Certifications; PMI Member
- **Human Resources/Leadership:** SPHR/SHRM-SCP; PREP Profile Systems Certified; SHRM Member

UNIVERSITY OF SAN DIEGO, San Diego, California

Post graduate Paralegal Program resulting in Paralegal Certification

TECHNICAL SKILLS

MS Office Suite (Word, Excel, Outlook, PowerPoint, Visio, OneNote, Project, Access, SharePoint)	PeopleAdmin Applicant Tracking & Onboarding
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

September 2016

As an accomplished technical, business, and human resources leader, I know how imperative it is to have *both* outstanding technology and leadership to be truly exceptional. My collective experience in project management, consulting, human resources, and leadership make me the perfect candidate to take your professional services team to the next level.

I have a zeal for creating the positive client and team relationships critical to organizational success and growth. The following summary of my talents and experience demonstrates why I am uniquely qualified:

Leadership & Management: Educated and accomplished in authentically leading, coaching and managing a variety of teams, both in-house and virtual. Recognized ability to flex and adapt in fluctuating and ambiguous situations. Certified and practiced in using PREP Profile Systems for professional development coaching and team building.

Change Management & Project Management: Educated and experienced in organizational change management principles and methodologies, including Prosci ADKAR. Over 15 years of practice in applying project and change management strategies to various business endeavors as both an internal and external change agent. Skilled at developing and managing both project and change management deliverables to drive desired results. Effectual trainer and adult educator. Certified and accomplished in full cycle project management.

Consulting: Trusted consultant and partner to businesses of every size from small start-ups to large established organizations, both private and public. Exceptional communication skills ensuring collaboration with stakeholders at all levels to facilitate value added outcomes. Adept at managing client expectations while maintaining exceptional client experience.

Business Acumen: Educated in business with both domestic and international experience. Certified and expert in business analysis with a focus on process improvement and quality. Demonstrated talent in sales and marketing contributing to business growth. Experienced in using a variety of business tools to track and measure change initiatives and project performance. Certified and effective in human resources leadership with success in aligning HR strategy with organizational goals.

I look forward to further discussing how I can be an asset to your organization. I welcome the opportunity to routinely travel and work remotely if applicable to the position. Thank you for your time and consideration.

Sincerely,

Gail Sorensen

Prosci (ADKAR); PMI-CAPM; PMI-PBA; SHRM-SCP