

**Winter 2013**

# DIVERSITY RECRUITMENT RESOURCE

**Expanding Your Recruitment of Qualified Applicants**



**State Services for the Blind  
2200 University Ave W. , 240  
St Paul, MN 55114**

**FOR MORE INFORMATION CALL YOUR LOCAL SSB OFFICE  
1-800-652-9000 651-642-0778**

As your organization commits to a diverse culture, valuing and respecting the unique talents, perspectives, and backgrounds of people, finding the right match for your company can now be as easy as turning the page.

**DIRECTORY:**

CUSTOMER SERVICE.....Page 1 - 7

OFFICE/CLERICAL.....Page 8 - 12

SKILLED/TECHNICAL.....Page ----

SERVICE.....Page 13 - 16

HEALTH OCCUPATIONS.....Page ----

PROFESSIONAL/MANAGERIAL.....Page 17 - 41

State Services for the Blind (SSB) helps individuals receive the education and training necessary to perform in the job market. These candidates bring unique talents, perspectives and life experiences that can positively impact your work environment. SSB is a source for recruiting qualified candidates.

## **SUMMARY OF QUALIFICATIONS**

- Excellent customer service skills
- Proficient in Microsoft Windows, Word, Excel, Internet, and email with outstanding keyboarding skills
- Extremely well organized with exceptional attention to detail
- Excellent problem solving skills
- Experience teaching a diverse population in the use of computer equipment and software
- Demonstrated superb oral and written communication skills

## **PROFESSIONAL EXPERIENCE**

- 04/2008 - Apogee Retail, LLC, Little Canada, MN  
11/2011 **Customer Service Representative (CSR)**  
Field inbound calls from customers. Schedule for pick up of donated items for charitable accounts (Vietnam Veterans of America). Train new employees on how to use equipment and handle calls. Configured computer screen settings for scheduling software to accommodate specific user requirements for 5 employees.
- 03/2009 - Ramsey County Department of Public Health, St. Paul, MN  
07/2009 **Transcriptionist** (time-limited project).  
Typed case worker interviews verbatim in report form. Interviews ranged from 30 minutes to an hour and 30 minutes. Interviews were typed with extreme accuracy with great effort used in deciphering various foreign accents.
- 10/2001- Computer Training Business, St. Paul, MN  
08/2008 **Owner/Trainer**  
Provided individualized training in the use of computer software applications and equipment. Wrote lesson plans and detailed progress reports. Provided courteous telephone assistance to customers to resolve problems. Listened to customers and helped relieve computer related anxieties. Organized training schedules with multiple customers. Maintained detailed records and created and submitted invoices.

## **EDUCATION**

Assistive Technology Specialist Training, Certificate  
Access Technology Institute, Sacramento, CA

Associate of Arts Degree- graduated with honors - 3.73 GPA  
Minneapolis Community and Technical College, Minneapolis, MN

## **COMMUNITY INVOLVEMENT**

- Board Member** - Minnesota Work Incentives Connection, St. Paul, MN (2008 – Present)  
**Board Member** - Twin Cities Blind Audio Dart League, St Paul, MN (2008 – 2009)  
**Awarded** Lifetrack Resources' Shining Star Certificate of Achievement (July 16, 2009)

*Recognized as a results driven, detailed oriented communicator with client relations and cross functional administrative experience.*

### **AREAS OF EXPERTISE**

#### **SALES & COMMUNICATION**

- Business Development:** Experienced in initiating business to business cold calls to support sales organization lead generation.
- Acquired a lead in a software company that resulted in \$5,000 contract and repeat business
- Client Retention:** Skilled in persuading existing customers to renew and expand services
- Subject Matter Expert:** Maintain high level of product knowledge
- Client Communications:** Experienced communicating, selling, and supporting various business entities such as legal associations, government entities, politicians, retailers, etc.

#### **CUSTOMER SERVICE**

- Team Leadership:** Supervised production level of 20 member team in call center
- Created team competitions that resulted in 10-12% increase in call volume by decreasing call time, absenteeism and tardiness
- Dispatched repair technicians for computer maintenance, 80-90 inbound calls daily
- Results Driven:** Consistently received 10% bonus for achieving 20 calls above goal, promoted as a result
- Retail Sales:** Generated retail sales with consistent recognition for generating highest tips.

#### **DATA MANAGEMENT**

- General Accounting:** Responsible for maintaining financials for small business
- Cross Functional Experience:** Performed shipping & receiving
- Experienced ordering and managing inventory
- Software Expertise:** Skilled in Windows, MS Word, MS Excel, Publisher, Outlook, and Internet

### **PROFESSIONAL EXPERIENCE**

01/2007 – 4/4/2011 Sales/Lead Generation, JLC Services Inc., Grand Forks, ND  
03/2005 – 07/2007 Customer Service/Sales, Space Center Vending, St. Paul, MN  
01/1999 – 07/2004 Patient Care/Advocate, Self-Employed, St. Paul, MN  
01/1993 – 07/1999 Team Lead Customer Service Rep., Decision One, Bloomington, MN  
03/1996 – 11/1998 Owner/Manager, Body and Soul, Minneapolis, MN

### **EDUCATION & PROFESSIONAL DEVELOPMENT**

Customer Service Certification, Lifetrack Resources, St. Paul, MN, 03/2010  
B.S. Business Administration, Psychology minor, Bemidji State University, Bemidji, MN  
Member of Rehabilitation for the Blind, Governor of MN Appointment, 8/17/10 to 1/2/12

### Summary Of Qualifications

Dedicated professional seeking a position in Inside Sales and Operations. Experienced in results-oriented, customer service positions requiring extensive customer interaction - listening, and problem solving skills, and selling products, services, and maintenance plans.

#### **Demonstrated Strengths:**

- Excellent Customer Service
- Time Management
- Microsoft Office
- Shipping and Receiving
- Attention to and memory for detail
- Logistics of seminar planning

### Professional Experience

#### **Customer Service Representative**

##### **AIB Express, Minneapolis, MN**

**2008 - Present**

A re-marketer of office products and supplies to the military

- Processing online and in store AIB sales orders
- Regularly conducting cycle-count and full inventories
- Shipping and receiving
- Customer follow-up

##### **NexPro Personnel Services, St. Louis Park, MN**

**2007 - 2008**

- Promoted and sold the Pro Group Inc. Diversity Calendar to businesses throughout the United States.
- Regularly exceeded company's daily outbound sales call quota of 60, by consistently completing 75-100 calls.
- Fielded inbound order-placement calls

##### **Chorus Business Solutions Group, Bloomington, MN**

**2005 - 2007**

- Successfully prospected new clients and scheduled consultant client meetings
- Performed account specified phone-based surveys and processed all post survey results
- Interacted with clients to provide information about upcoming CHORUS events and available services

#### **Inside Sales/Customer Service**

##### **Infoscan Software Systems, Bloomington, MN**

**2000 - 2005**

Warehouse Management Software Design Firm

*continued*

- Fielded and processed all sales orders of products and services
- Sold Extended-Service programs to existing accounts
- Provided sales support to prospects and existing customers answering calls about new software features and releases
- Responded to customer service calls for maintenance and system operation  
Customer Service/Sales Team Support

**RSI Video Conferencing Systems, Edina, MN****1998 - 2000**

Manufacturer of Video Conferencing Systems

- Handled all initial contact and customer support
- Worked with the company's worldwide dealer network providing sales, product features and technical support
- 1999 achieved 145% of annual maintenance agreement sales quota

**Education****Augsburg College, Minneapolis, MN - BA in Communications**

Minnesota Resource Center, Minneapolis, MN

- Office Careers Training Certificate
- Certified in MS Office (Microsoft Access, PowerPoint, Word, Excel, 10-Key)

**Volunteering****PACER Center, (Parent Advocacy Coalition for Educational Rights)****2009**

A non-profit organization created to expand opportunities and enhance the quality of life for children and young adults with disabilities and their families.

Volunteer Intern/ Project C3, a cutting edge web-based resource mapping tool connecting youth to communities and careers

- Participated in community outreach by contacting youth-serving agencies to participate in Project C3
- Researched Minnesota community organizations serving youth
- Contacted professional organizations by phone
- Performed customer service duties and data entry

**Outside Interests**

Golf, reading, physical fitness, college and professional sports

**SKILLS**

- Possesses a strong work ethic, dependable, punctual and hardworking
- Committed to high quality work, while giving attention to details
- Possesses the ability to work as a team player or independently
- Demonstrated ability to multitask
- Willing and eager to learn new skills through hands-on experience
- Knowledge of MS Word, Microfofost office, Multi-media software, and Photoshop
- Able to read, write and speak , French,English,Arabic and Moroccan
- Microsoft System Windows XP, Windows Vista and Win 7.

**QUALIFICATIONS**

- Pressed linen tablecloths and chair covers for large conventions and weddings
  - Set up and took down tables and linens for customers' events
  - Responsible for efficient and accurate entry of warehouse inventory
  - Received and checked invoices when merchandise shipments were received
  - Unpacked, sorted and categorized merchandise
  - Placed in proper warehouse location
  - Removed and properly disposed of all flawed/damaged items
  - Operated industrial food dispensers
  - Cleaned kitchen equipment by hand and used an industrial dishwasher
- 

**EDUCATION**

Oqba Bnou Nafi Bachelor of secondary education, Morocco – Diploma

Studied general studies, such as history, geography, mathematics, philosophy, natural sciences and literary studies

University Hassan II-Mohammedia, Morocco, Law Degree (Arabic

I studied legal studies, such as the Criminal, civil, international relations, and family law and political economy

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**PROFESSIONAL HISTORY**

Linen Press Operator, Minneapolis, MN	06/2005 –06/2011
Assembler Clerk, Klesk Metal Stamping, Minneapolis, MN	11/2004 – 05/2005
Food Service Worker, IKEA, Bloomington, MN	07/2004 –11/2004

**Professional Skills and Qualifications**

- Over four years of face-to-face customer service experience
- Effective PC skills including familiarity with Microsoft Office Suite and Internet-based research
- Ability to build rapport with individuals of diverse backgrounds
- Excellent oral and written communication skills
- Knowledge of community and social service resources
- Hard-working, extremely dependable, prompt, and detail-oriented

**Professional Experience****Minnesota History Center, St. Paul, MN** *11/2012 - Present**Volunteer Interpreter*

- Show visitors specific artifacts and answer questions
- Provide information, referral, and directions to guests
- Greet visitors to the center

**Political Campaign Office, Minneapolis, MN** *12/2011 - 11/2012**Office & Administrative Volunteer*

- Conduct outgoing phone calls including 'persuasion' calls to verify support and interest
- Provide general office support
- Greet visitors to the office

**Wal-Mart, Thief River Falls, MN** *04/06 - 09/10**Store Associate*

- Responsible for preparing store for opening
- Set up and stocked shelves, recycled empty boxes
- Used pallet jack and box compactor machine
- Greeted customers at entry and directed them to requested areas
- Responsible for exchanging and/or returning items
- Kept front entry area clean and safe
- Brought carts in from the parking lot

**Peder Englestad Pioneer Village** *06/98 - 09/02**Customer Service Manager / Receptionist*

- Responsible for opening and closing duties at the historical society
- Welcomed visitors
- Responsibly and accurately collected admissions fees
- Conducted tours for guests and created a welcoming environment
- Researched historic homes
- Interviewed owners
- Responsible for generating reports for the Historical Society Newsletter

**SKILLS & QUALIFICATIONS**

- Over 10 years of customer service experience.
- Computer skills including MSWord, Excel, Outlook, and Internet.
- Ability to deal with difficult customers.
- Demonstrated ability to meet or exceed production goals.
- Excellent listening skills and ability to use professional judgment in problem solving and decision making.

**RELATED WORK EXPERIENCE****Inside Sales Associate**

11/2008 – 10/2010

Handy Tech, Columbia Heights, MN

- Market Handy Tech products to potential customers via the telephone.
- Assist customers with identifying needs.
- Provide to answers to questions related to pricing, products specifications and usage.
- Assist with product demonstration at exhibits and conferences
- Process customer orders and billing information.

**Customer Service Representative**

02/2007 -04/2008

Minnesota Diversified Industries, (MDI) ST. Paul MN

Processed orders for sales representatives for 3M medical equipment.

Answered incoming e-mail questions regarding the order status.

Communicate with the shipping department to insure that the order will be fulfilled on time to meet the sale's representative's deadline.

Answered incoming phone calls for the company and answer questions regarding the company.

**Customer Service Representative**

01/2000 – 10/2006

CPP, St. Louis Park, MN

- Handled customer calls involving merchandise repair, and checking the validity of warranties.
- Communicated repair costs with Service Technicians and coordinated activities with the Claims Department
- Provided quality assurance relating to sales agents compliance with federal regulations.
- Submitted performance reports to the appropriate vendors.

**Senior Customer Service Representative**

06/1997 – 08/1999

MoneyGram International St. Louis Park, MN

- Received calls from customers regarding status of money orders.
- Completed paper work to resolve errors such as conflicting amounts or incorrect signatures.
- Accurately entered total amount of money order sales and third party utility payments reported by agents and bank representatives.
- Consistently used problem solving skills and established action plans to resolve conflicts.
- Assisted with the development of the department procedure manual.
- Handled calls from Korean Money Order agents and customers.

**EDUCATION****Medical Transcription Specialist 1993**

College of St. Catherine, Minneapolis, MN

**EDUCATION**

- **M.A., Master of Arts in Deaf Rehabilitation, 2000**  
New York University
- **B.S., Bachelor of Science in Recreation and Leisure Studies, 1993**  
Gallaudet University

**QUALIFICATION SUMMARY**

- Excellent presentation skills - experienced presenting before large and small groups and conducting workshops on DeafBlind and Deaf culture and diversity
- Experienced in teaching and tutoring groups and individuals in American Sign Language (ASL), Deaf Blind and Deaf culture
- Knowledgeable in facilitating different methods of communication for a variety of people including DeafBlind, Deaf, hearing and other disabilities. Ability to interact with different cultures and to meet individuals' special needs.
- Involved in organizations addressing human rights and disability issues, in particular those affecting the DeafBlind and Deaf communities
- Experienced in case management and service delivery to DeafBlind and Deaf clients
- Experienced in Marketing, Publicity, and Public Relations
- Skilled in organizing, management, curriculum development, and research
- Involved in community organizations, integrating artistic and theater skills with a passion for advocacy for human rights and disability rights

**EXPERIENCE****Recreation Therapy**

- Planned and coordinated short term and long term recreation activities for DeafBlind, Deaf and hearing senior citizens in a nursing home
- Instructed, planned and supervised DeafBlind and Deaf adults in recreational activities in an independent living program, group home, and DeafBlind camps.
- Instructed, planned and supervised children in an after school recreation program at a school for the Deaf in Washington D. C. Worked with DeafBlind children at the Minnesota DeafBlind Education Tech Project retreat
- Worked with DeafBlind children at the Minnesota DeafBlind Education Tech Project retreat
- Worked with DeafBlind children at the Minnesota DeafBlind Education Tech Project retreat
- Data Entry clerk for the National Recreation and Parks Association

**Counselor/Case Manager**

- Instructed and supervised DeafBlind and Deaf Developmentally Disabled adults in independent living skills
- Established and directed the Bridge Project to improve relations between the DeafBlind and Deaf communities
- Advised and supervised Deaf and Hard of Hearing clients regarding their job placement issues
- Advised DeafBlind, Deaf and Hard of Hearing college students regarding course work and referred them to community services

*continued*

**Teacher & Trainer**

- Instructed University staff in American Sign Language at Gallaudet University
- Instructed elementary to high school students who are DeafBlind, Deaf, Hard of Hearing, Hearing and Deaf with Additional Disabilities in a variety of subjects
- Instructed college students using the Signing Naturally curriculum
- Taught American Sign Language and Basic English to Deaf foreign students

**Marketing & Public Relations**

- Participated in the Minnesota Commission of DeafBlind, Deaf, and Hard of Hearing
- Participated in a project with Metropolitan Transit Commission to develop a bus card that DeafBlind individuals can use to identify themselves to bus drivers and conducted DeafBlind training for MTC bus drivers
- Produced videotape on DeafBlind, presented DeafBlind workshops and sold videotape to schools, universities and agencies nationwide. Website: <http://hometown.aol.com/brscityman20/dbcult.htm>
- Conducted nationwide survey for research on DeafBlind employment
- Designed, conducted, and analyzed the results of a comprehensive survey for the Anti-Violence Project for the DeafBlind/Deaf
- Marketed Deaf and Hard of Hearing graduates to Human Resource departments at various companies

**Artistic Pursuits**

- Founded "Unique Touch Art," a business through which my original art is sold
- Create and sell multi-media artwork at art fairs and exhibits nationwide, as well as via the Internet
- Acted in professional Deaf theater company in NYC
- Currently engaged in production of one-man comedy show performed in ASL

**CERTIFICATES**

- (1997) Certificate in VISTA Signing Naturally from Ohlone College, California
- (1993) Certificate in Leadership Training from Gallaudet University, Wash. D.C.
- (2007) Certificate in Sign Communication Proficiency Interview from Minnesota
- (2011) Certificate, Business and Computer Applications Specialist, MRC, Minnesota

**COMMUNITY INVOLVEMENT & PROFESSIONAL MEMBERSHIPS**

- American Association of DeafBlind (AADB) {1992-Present}
- Minnesota DeafBlind Association (MDBA) {1994-Present}
- Minnesota Association of Deaf Citizens (MADC) {1995-Present}
- American Sign Language Teacher's Association (ASLTA) {1996-Present}
- Deaf Professionals Association (DPA) {1994-1996}
- Gallaudet Association of DeafBlind (GADB) {1988-1993}
- President of GADB (1990-1991)
- Vice President of GADB (1991-1992)
- Chairperson for DeafBlind Awareness Week (Fall 1991)

**SKILLS**

- \* Experience with medical scheduling and registration software (MOSS and NextGen)
- \* Bilingual with the ability to interpret/translate from English to Spanish or Spanish to English
- \* Extensive knowledge of Medical terminology
- \* Familiar with HIPAA guidelines
- \* Knowledge of Microsoft Word, Excel, PowerPoint, email, Lotus and the Internet

**PROFESSIONAL EXPERIENCE****Spanish Translator/Interpreter, Owner, Hola Translations, Minneapolis, MN** **7/87 – Present**

- Interpret in clinical, emergency room, hospital, crisis and court settings
- Utilize professional and computer support to ensure prompt completion of translation
- Assist and advise clients with all aspects of their translation to ensure quality and accuracy of their project
- Translate a wide range of medical, business, educational and legal documents
- Tutor high school and university students to ensure they understand and pass their Spanish class
- Assisted a couple with the adoption of their two Spanish-speaking children

**Chief Operating Officer, Mike's Knives, Minneapolis, MN** **5/07 – Present**

- Provide administrative and sales support to owner
- Handle cash and credit card transactions and special orders
- Resolve customer complaints
- Order and stock inventory
- Assist owner to set up Booth at the Farmers Market and all Shows

**Bilingual Call Center Agent, Planned Parenthood, St. Paul, MN** **8/11 – 11/11**

- Scheduled appointments by phone and online for a variety of medical services in Spanish and English
- Processed online requests for services in Medfusion
- Looked up patients and their charts and entered data accurately using Nextgen scheduling software
- Triageed urgent medical calls to appropriate medical personnel
- Referred callers for reproductive health services to other nearby clinics, doctors and organizations

**Office Assistant, YWCA Beacons Program, Minneapolis, MN** **9/08 – 7/10**

- Entered and maintained confidential data using an Excel database
- Obtained all information from parents and students by mail and phone to be able enroll them in program
- Scheduled bus transportation for students and handled all transportation problems
- Handled students who had behavioral or medical problems
- Copied, mailed and filed materials alphabetically
- Acted as liaison between school, program, parents and students from diverse backgrounds

**Spanish Interpreter, Multilingual Word, Minneapolis, MN** **2/08 – 9/08**

- Interpreted for various health care clinics in a wide variety of medical situations
- Acted as liaison between the patient, doctor, nurse, administrative personnel and patient's family
- Explained HIPAA guidelines to Spanish-speaking patients
- Assisted patients with check-in and scheduling of appointments

*Continued*

**Candidate 12-002**      *Contact: Dave Smith, Business Relations Consultant, 651-643-3413*

**Marketing Assistant, Nokomis Chiropractic PA, Minneapolis, MN**      **5/05 – 5/06**

- Assisted Office Manager with all promotional events
- Increased business by providing perspective patients information in English and Spanish
- Distributed marketing materials throughout the Twin Cities

**Office Manager, The River Towers Condominiums, Minneapolis, MN**      **5/03 – 12/03**

- Answered busy phones
- Filed condo documents alphanumerically
- Wrote correspondence
- Scheduled room reservations, collected deposits, rental agreements and any monetary damages
- Handled complaints and emergencies for over 700 Residents
- Copied, collated and mailed materials
- Managed 10 employees

**Receptionist, The Art Institutes International, Minneapolis, MN**      **12/01 – 1/03**

- Provided customer service by directing callers and visitors to the proper person or department
- Entered student data into the Commonwealth Accounting and Reporting System (CARS)
- Copied, collated and mailed large projects
- Assisted Marketing Director with all in-school promotional events
- Maintained all visitor and parking logs
- Entered data into the Commonwealth Accounting and Reporting System (CARS)

**EDUCATION**

Medical Office Skills Certificate, Goodwill/Easter Seals, St. Paul, MN      **2011**  
Medical/Legal Certificate in Translation/Interpreting, University of Minnesota, Minneapolis, MN      **2007**  
Bachelor of Arts – Spanish, University of Minnesota, Minneapolis, MN      **1981**

**COMMUNITY SERVICE**

Community Ambassador, Planned Parenthood, Minneapolis, MN      **3/05 - 11/08**  
Patient Representative, St. Joseph's Hospital, St. Paul, MN      **6/06 – 9/07**

**SKILLS****Administrative & Customer Service**

- Excel in support staff functions.
- Type 35 WPM.
- Can manage multi-line phone systems with six lines or more.
- Able to establish rapport with customers and business partners.
- Can organize filing systems and databases to correspond with colleagues' needs.
- Have supervised employee teams ranging in size from 5 to 100.
- Able to provide technical support with most computing systems.

**General Computing**

Internet & World Wide Web, DOS, Windows, Novell NetWare, LotusNotes, Microsoft Office Applications: Word, Excel, PowerPoint

**Office Machines**

- Can use and perform light maintenance on: computers, fax machines, industrial copiers, and mail distribution machines.

**Shipping, Receiving, and Warehousing**

- Familiar with shipping systems and documentation for domestic and international orders for various shipping companies, and international waybills, customs forms, bills of lading, and security endorsements.
- Adept with a wide variety of automated shipping and automated package-tracking software.
- Experienced with mail shipping and metering equipment.

**RECENT EXPERIENCE****Self-Employed – October 2003 – Present****Freelance Fiction Writer and Editor**, Hopkins, Mn

- Write and sell fiction to various magazines
- Read and edit submissions to various magazines
- Provide critiques and feedback to other writers
- Write reviews of fiction

**Office Manager – April 2007 – February 2008**

Tricia and The Toonies, Hopkins, Mn 952-933-3438

- Manage small business office
- Schedule and book performances of Tricia and The Toonies
- Handle accounts receivable, accounts payable, and contracts
- Inventory and order office supplies
- Support PR staff with customer service and logistics
- Help provide technical support for computer network

**Education:**

- University of Minnesota

*References and complete work history are available upon request.*

**Career Goal**

Reliable, experienced customer service professional with natural people skills and great work ethic is seeking a career in the hospitality field.

**Professional Experience**

Goldy's Locker Room – Bloomington, MN 03/2006- Present Customer Service Associate

- Primary contact for customers, fielding questions, resolving complaints, as well as offering suggestions to provide excellent customer service and maximize sales.
- Day to day operations of store, including among other duties, monitoring store floor, data entry, inventory and operating cash register.

Payless Shoe Source – Saint Paul, MN 10/1998-02/2006 Customer Service Assistant

- Primary liaison to customers ensuring a consistently positive consumer experience.
- Assist manager with day to day store operations.
- Conduct store opening and closing procedures, including nightly cash audit, night stock and inventory.

Marquette Hotel – Minneapolis, MN 04/1997-07/1997 Front Desk Agent

- First point of contact for all hotel guests, ensuring positive first impression.
- Night Audit, Check-in and out of hotel guests and answering busy phone system.
- Promotion of repeat business through excellent customer service.

**Key Skills**

- Customer service
- Inventory Management
- Data Entry
- Night Audit/Accounting
- Promotion of Sales
- Complaint Resolution

**Education**

Bachelor of Arts, Political Science  
Hamline University, Saint Paul, MN \\  
Graduated 1984

**Certificates**

Customer Service Competency Training – Lifetrack Resources, Saint Paul, MN Completed 2009

References References are available on request.

**Summary of Skills**

*Follows directions*  
*Responsible*

*Problem solver*  
*Safety conscious*

*Friendly*  
*Works well with others*

*Motivated*  
*Willing to learn*

**Banquet/Dishwasher**

- Supervise clearing of dishes and prepping them for dishwasher
- Maintain dish room and dish machine and assist with cleaning other areas of the restaurant
- Operate dish machines to company and manufacturer specifications, using proper measurements of detergent and sanitizer

**Grill, Prep, and Sauté Cook**

- Prepare the grill, meats and fish for cooking, cutting, chopping and seasoning
- Meets health standards and regulations, and the expectations of the restaurant and customers
- Carefully follow standard recipes in preparing all items
- Use food preparation equipment according to manufacturer 's specifications
- Clean workstation and equipment
- Assist with preparation of other food products on serving line and wait tables

**Recycling and Sorter**

- Extensive knowledge of current Minnesota recycling policies and procedures
- Sort materials by commodity, place recyclables in appropriate bins for additional processing, weigh materials, bale/process, store, ship as required for marketing
- Ensure that a clean, organized, and safe work area is provided

**Work Experience**

Goodwill/Easter Seals, St. Paul, MN 2011 to Present

**Material Handler/Processor/Sorter**

180 Degrees, Inc., Minneapolis, MN 2010 to Present

Volunteer Classroom Facilitator

MinnCor Industries Inc., St. Paul, MN 2009 - 2010

Banquet Server/Dishwasher

PPL Industries, Minneapolis, MN 2008 - 2009

Recycling Associate and Sorter

MinnCor Industries, Inc., Minneapolis, MN 2002 - 2008

Grill, Prep and Sauté Cook

**Education**

Minneapolis Community and Technical College

Re-enroll Spring 2012

**Culinary Arts, completed one year**

Sonic (Job Training Program) – 180 Degrees Inc.

February 2011

**Computer Literacy, Job Readiness & Employment Preparation**

James Madison University High School, Milwaukee, WI

1996

**High School Diploma**

**Skill Summary**

- Strong work ethic
- Janitorial experience
- Custodial experience
- Punctual and dependable

**Experience****Lifetime Fitness, St. Louis Park, Minnesota**

March 2011 - June 2011

## Laundry Attendant

- Use industrial washers and dryers to launder club towels
- Wash, dry and fold towels, ensuring towel stations remain stocked

**Bally's Fitness, Fridley, Minnesota**

January 2011 - March 2011

## Janitorial Team Member

- Clean Locker Room and restrooms
- Sweep and mop lobby and hallways
- Wipe down exercise equipment
- Clean windows and mirrors
- Dust and wipe down hand railings

**Hire Authority, LLC, Little Canada, Minnesota**

2005

- Temporary employee, Janitorial job assignments  
Byerly's Inc., Edina, Minnesota
- Grocery Bagger  
Target Corporation, Minneapolis, Minnesota
- Lot Attendant

2005

2005

**Target Stores, Minneapolis, Minnesota**

2004

**Opportunity Partners, Inc. Minnetonka, Minnesota**

2004

**Education****Selma High School, Selma, Alabama**

High School Diploma

**PROFESSIONAL SKILLS & QUALIFICATIONS**

- Extensive experience working in commercial kitchens
- Exceptional cooking skills
- Extremely organized
- Kitchen supervisory experience
- Proven dependability in attendance and work performance

**EMPLOYMENT EXPERIENCE**

**Dining Services Coordinator**, Brookdale Senior Living, Blaine, MN 04/2009 - 07/2009  
Responsible for meal planning and preparation of double entrées for three meals a day, six days a week. Maintained inventory and order food and supplies. Supervised four staff.

**Care Attendant**, CER of Minnesota, Circle Pines, MN 08/2008 - 11/2008  
Provided care to challenged adults in a group home setting. Prepared and served meals. Supervised residents during outings and daily chores. Assisted with bathing and hygiene.

**Cashier**, Cub Foods, St. Anthony, MN 10/2007 - 07/2008  
Greeted and assisted customers in locating merchandise. Rang up sales. Received payment in credit cards, checks, gift cards or cash and provided change when appropriate.

**Courier**, MoneyGram International, St. Louis Park, MN 09/2005 - 12/2006  
Made pickups and deliveries of financial materials to banks and branch offices of MoneyGram.

**Head Cook**, Chickasha Senior Center, Chickasha, OK 09/2004 - 06/2005  
Prepared and serviced a noontime meal for approximately 70 seniors who were either walk-ins or homebound. Maintained inventory and ordered food and supplies as needed. Supervised kitchen staff.

**Cook Supervisor**, Crestview Lutheran Nursing Home, Columbia Heights, MN 06/2000 - 03/2004  
Prepared breakfast and lunch for 126 residents. Responsibility alternated between the nursing home and assisted living locations. Supervised six staff.

**Office Assistant**, University of Minnesota, Minneapolis, MN 10/1994 - 05/2000  
Handled the standardized academic tests for elementary and high schools. Mailed out requested packets. Received and sorted tests for scoring. Collated and mailed back scored tests.

**EDUCATION**

University of Minnesota, Minneapolis, MN  
General Course Work

Columbia Heights Sr. High School, Columbia Heights, MN  
Diploma

**Objective** Tenure-track Faculty Position**Courses Taught**

Introduction to Mass Communication; Theory of Mass Communication; Media and Society; Media Effects; Mass Media in Your Life; Communication Law; Political Communication; History of Mass Communication; Research Methods in Communication; Media Ethics; African Media Systems; Writing for the Media; Principles of News and Feature Writing; Radio Production and Programming; American Government.

**Other Courses to Teach**

Communication Policy; Media and Minorities; International Communication; International Broadcasting; others ...

**Education**

- 1998 Received Ph.D. in Mass Communication  
School of Journalism, University of Minnesota  
Dissertation title: U.S. Media Coverage of Events of Uncertainty: the Cases of Eritrea and Southern Sudan
- 1996 Received M.A. in Political Science  
Department of Political Science, University of Minnesota
- 1993 Received M.A. in Mass Communication  
School of Journalism, University of Minnesota
- 1981 Received B.A., Major: English, Minor: Communication  
Addis Ababa University, Ethiopia

**Professional Experience**

- 2007 - present Adjunct Professor, Department of Journalism, University of Wisconsin-River Falls
- 2002-05 Assistant Professor (full-time, tenure-track)  
Department of Communication  
University of Michigan-Flint  
Responsibilities: Taught various courses in the mass communication subfield, conducted research, and served on departmental and college committees.
- 2000-2002 Assistant Professor (full-time, tenure-track)  
Department of Communication Arts  
Ashland University in Ashland, Ohio  
Responsibilities: Taught various courses in the mass communication and journalism sub fields, conducted research, and served on departmental committees.
- 1999-2000 Lecturer, Department of Journalism  
University of Wisconsin-River Falls
- 1998 Adjunct Professor, Department of African and Afro-American Studies,  
University of Minnesota  
Responsibilities: Taught African Media Systems

*Continued*

## **Candidate 13-002**

Contact: *Dacia Normandin, Business Relations Consultant, 651-642-0858*

1981 - 1989 Senior Host, Voice of Ethiopia International Service  
Addis Ababa, Ethiopia

### **Responsibilities:**

- Produced and hosted weekly cultural and music programs
- Interviewed dignitaries and professionals in different fields of knowledge on a profile show, including Mother Theresa

### **Professional Service**

2003-05 Member of Curriculum Committee of College of Arts and Sciences, University of Michigan-Flint

2004 Reviewed three political communication papers for the 2005 ICA Conference held in New York City

2004 Member of search committee for lecturer position in media production  
Department of Communication, University of Michigan-Flint

2003 Member of search committee for assistant professor position in relational communication Department  
of Communication, University of Michigan-Flint

2002 Chair of Recruitment Committee  
Department of Communication Arts, Ashland University

### **Refereed Academic Publications**

Book chapter: "Effects of Ambiguous Policies on Media Coverage of Foreign Conflicts: the Cases of Eritrea and Southern Sudan," in *Media and Conflict: Issue framing, Making Policy and Shaping Opinions* (Ardsey, NY: Transnational Publishers, 2002)

"U.S. Media Coverage of the 1994 Elections in South Africa," in *Gazette* Vol. 62 No. 6, December 2000, pp. 523-536.

Anticipated Academic Publications

*The Quest for Press Freedom: One Hundred Years of History of the Media in Ethiopia*

Book in progress; anticipated to be sent to publisher in 2011.

### **Academic Presentations**

July 2007 "A Press In Dire Straits: What to Do to Save the Independent Press in Ethiopia," paper presented at the 16th International Conference of Ethiopian Studies held in July 2007 in Trondheim, Norway

2001 "U.S. Media Coverage of Events of Uncertainty: the Cases of Eritrea and Southern Sudan," (Ph.D. Dissertation) -- 51st ICA Annual Conference, Washington, D.C.

1998 "New York Times' Use of Symbolism in Foreign Conflict Reporting: The Case of the Eritrean War (1962-1991)" -ICA Convention: Jerusalem, Israel

1997 "New York Times' Use of Symbolism in Foreign Conflict Reporting: The Case of the Eritrean War (1960-1991)" - AEJMC's Annual Convention: Chicago;- Annual Midwestern Graduate Students Conference, St. Paul, Minnesota;- Annual Students' Mini-Conference: School of Journalism, University of Minnesota

1996 "U.S. Media Coverage of the 1994 Elections in South Africa"- AEJMC's Annual Convention: Anaheim, California;- Annual Students' Mini-Conference: School of Journalism, University of Minnesota

1996 "Media Versus U.S. Foreign Policy: The Case of 1994 Elections in South Africa" - Annual Midwestern Graduate Students Conference, Madison, Wisconsin

*Continued*

## **Candidate 13-002**

*Contact: Dacia Normandin, Business Relations Consultant, 651-642-0858*

### **Non-academic Publications**

1992 "Fetters Gone!" (short story), in African Radio Narrations and Plays, Wolfram Frommlet (ed.) Published by Nomos Verlagesgesellschaft, Baden-Baden, Germany

1988 "A Short History of Caravan Trade in Ethiopia" Maritime Magazine (Amharic monthly)

### **Voluntary Activities**

2007 Co-founded Ethiopian Biographical Resource Center (EBRC), a nonprofit organization based in Maryland aiming at collecting and archiving biographical materials of prominent Ethiopians through personal interviews and other means.

Also, president of the organization from 2007 until present.

### **Speaking Invitations**

2005–present Invited as guest on numerous occasions on Voice of America Amharic and English services to comment on the state of press freedom in Ethiopia as well as the 2008 U.S. presidential election campaign

2011 April 3: Spoke to Finnote Tibeb, an Ethiopian literary organization in the Twin Cities, on the history of the development of theater in Ethiopia prior to the Italian Occupation in 1936.

February 4: Spoke to adoptive parents of Ethiopian children in the Twin Cities on the current political situation in Ethiopia.

2010 November 5: Spoke to adoptive parents of Ethiopian children on the history and culture of Ethiopia (St. Paul, Minnesota).

October 3: Spoke on the state of Ethiopian media at the Fifth anniversary of Addis Dimts, an Ethiopian-language radio station based in Washington, D.C.

March 1: Spoke at the 114th commemoration of Ethiopia's victory over Italy at the Battle of Adowa, organized by the Ethiopian community in the Twin Cities.

2003 Spoke on journalism in Ethiopia to Grand Blanc High School students in Grand Blanc, Michigan

### **Awards and Certificates**

2005 Golden Apple Award for Teaching Excellence (second time), University of Michigan-Flint

2004 Golden Apple Award for Teaching Excellence (first time), University of Michigan-Flint

2005 Communication Students Association Recognition Award (second time), University of Michigan-Flint

2003 Communication Students Association Recognition Award (first time), University of Michigan-Flint

1992 Kappa Tau Alpha Certificate of Academic Excellence

National Honor Society of Journalism and Mass Communication

1986 Certificate from Deutsche Welle (Voice of Germany) for completion of radio production training.

1981 Gold Medal, Addis Ababa University, for graduating with Great Distinction

### **Languages**

Amharic (native), English (fluent), French (limited proficiency)

### **Travel**

England, Norway, Sweden, Denmark, Germany, Holland, Belgium, Luxembourg, France, Spain, Italy, Israel, Saudi Arabia, Kenya, and Canada

**OBJECTIVE**

A customer service position using my receptionist, telephone, computer and strong customer service skills.

**WORK EXPERIENCE**

Three Eagles Communications      Albert Lea MN

**On Air Personality**    04/2009 - 05/2011

Duties included: Operated on-air computer and control board systems, ran live radio show when requested, answered multi-line telephone systems. Maintained commercial advertising and transmitter logs.

Albert Lea Family YMCA      Albert Lea MN

**Assistant Coordinator**      09/2007 - 05/2011

Worked in partnership with other Y and school staff to coordinate and deliver daily after school activities, care and supervision of youth ages 6-12. Planned and scheduled daily games and activities, including group activities, coordinated snack time, assisted with homework, supervised youth.

Hot979 Radio      Albert Lea MN

**Co-owner and Lead DJ**      05/2006 - 10/2007

Created and developed an internet radio station with business partner from Duluth MN. Researched and purchased website domain, secured server location and completed other required business documentation. Trained business partner in all aspects as needed. Interviewed, hired, scheduled and monitored DJs for 24/7 broadcast from remote locations. Researched and coordinated radio interviews and special programming. Complied with all licensure and music regulations.

BLIND, Inc.    Minneapolis MN

**Receptionist**    02/2006 - 04/2006

Answered telephones in a multi-line system, took messages, greeted visitors, maintained front door security.

BLIND, Inc.    Minneapolis MN

**Camp Counselor**    07/2006 08/2006

Served as a role model/mentor for other blind students, assisted them in adapting to being blind in a sighted world. Completed training, scheduled and coordinated activities. Led a wide variety of activities including: computer skills, cooking, travel, reading Braille, shopping and other leisure activities.

**VOLUNTEER EXPERIENCE**

- |                          |   |                |
|--------------------------|---|----------------|
| <input type="checkbox"/> | Presenter, Community organizations and schools, Albert Lea MN area  | 1996 - Present |
| <input type="checkbox"/> | Residence Hall Events Coordinator, Winona State University          | 2003 - 2005    |
| <input type="checkbox"/> | Coordinator, C.A.R.E. School Program, Albert Lea MN                 | 2003           |
| <input type="checkbox"/> | Manager, ALHS Varsity Basketball team, Albert Lea MN                | 2000 - 2003    |
| <input type="checkbox"/> | Half-time Show Event Coordinator, Albert Lea Schools, Albert Lea MN | 2000 - 2003    |
| <input type="checkbox"/> | Reader for childcare centers, Albert Lea MN                         | 2000 - 2003    |
| <input type="checkbox"/> | Music Coordinator, Albert Lea School District, Albert Lea MN        | 1998 - 2003    |

**EDUCATION**

BLIND, Inc., Minneapolis MN

Certificate of completion      2005 - 2006

Winona State University      Winona MN

Coursework-Elementary Education program 2003 - 2005

**OBJECTIVE**

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A position as a Business Analyst.

**SUMMARY AND QUALIFICATIONS**

Accomplished and versatile analyst with a proven record of performance and leadership in a deadline driven technology environment

- Highly effective in identifying technical and process problems in the business environment and designing solutions to overcome them
- Excellent communication skills with strengths in presenting, writing, listening, influencing, and interacting with all levels of an organization
- Strong analytical abilities with knowledge of process analysis, improvement methodologies, design, testing, and project management
- Demonstrated success in delivering both sound IT solutions and practical business process improvements
- Adept at remaining calm under pressure

**PROFESSIONAL EXPERIENCE**

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**Syntel, Inc., Troy, MI**

*International Information Technology consulting firm. Provided consulting services to Target Corporation in Minneapolis, MN*

**Senior Programmer Analyst/Team Lead July 2000 – July, 2007**

- Successfully manage project team in on-site and off-shore locations
- Determine project requirements in collaboration with the client
- Write programming specifications
- Code, test and implement design changes in a deadline driven environment
- Implement support system changes, working closely with client to handle unforeseen issues
- Meet with internal support team providing broad overview of system changes and unaddressed project issues

Accomplishments and Highlights:

- Recognized by Target Corporation with the 2004 Excellence Award for extensive multi-system conversion project and outstanding systems analysis work
- Improved delivery time and quality of deliverables through effective interpersonal communication with off-shore personnel
- Designed system to track consumer purchasing behavior, resulting in valuable data for client reporting
- Identified client's overlooked system requirements and corrected omission, resulting in significant cost savings and recaptured data

Great Lakes Higher Education Corporation, Madison, WI

Government insurer of student loans

Programmer (based in St. Paul, MN) 1998 – 2000

Designed, coded, tested and implemented programs and jobs.

Accomplishments:

- Redesigned process to merge two systems, due in part to Y2K compliance requirements
- Mentored new programmer in all aspects of the job

*Continued*

## **Candidate 08-001**

*Contact: Dave Smith, Business Relations Consultant, 651-643-3413*

### **Traveller's Insurance, Saint Paul, MN**

Programmer Intern 1997

Designed, coded and implemented a COBOL subroutine to bridge MQ Series process with email.

## **EDUCATION**

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### **University of Saint Thomas, AACSB Accreditation 2011 – Minneapolis, MN**

Master of Business Administration, September 2009 through May 2012

GPA 3.74/4.00

### **MRC – Minneapolis, MN**

Nine month Certification in COBOL, DB2/SQL, JCL & Business Communication, 1996

### **North Dakota State University, Fargo, ND**

Bachelor of Science in Veterinary Technology

### **Minnesota State University, Moorhead, MN**

Bachelor of Science in Chemistry

## **OTHER SKILLS AND QUALIFICATIONS**

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- Change management
- Technical solutions design
- Production implementation
- Extensive mainframe background
- Leadership and team-building
- Project requirements identification
- Test Director
- Negotiation

## **COMMUNITY SERVICE**

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- Vice President – Bronx Park Neighborhood Association, 2009 – Present
- Human Rights Commissioner – Saint Louis Park, 2011 - 2012

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

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***Post-Secondary Education/Teaching Certificate, 2012***

Bethel University, St. Paul, MN

***Master of Arts in Theological Studies (MATS), 2009***

Covenant Theological Seminary, St. Louis, MO

Capstone Project: To create and conduct a church-based adult teaching ministry skills development course for presentation by a visually impaired instructor.

***Mini-Masters in Software Engineering, 1994***

St. Thomas University, St. Paul, MN

***Bachelor of Arts in Chemistry/Mathematics, 1969***

North Park University, Chicago, IL

**COLLEGE TEACHING EXPERIENCE**

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***Internship, Fall, 2012 – Bethel University***

***Co-instructor*** in the following courses:

- ORGL 620 – Followership: The Undervalued Role
- GEN 413P - The Modern World: Trends and Forces Impacting Organizations

***Instructor*** - Equip Seminar, Fall, 2012, Evangelical Free Church of America

***Online Course Instructor*** - Beyond Suffering: A Christian View of Disability Ministry

***Seminar Lead*** - Interpreting the Word, 2009, Evangelical Free Church of West Africa, Liberia, West Africa

***Trainer*** - Documentum (Document Management System), 2000 – 2003

***Trainer*** - 3M Company, Medical Products Division, St. Paul, MN HP-UNIX System Administration, '94 – '96

***Teaching Assistant*** - North Park University, 1967 – 1968, Course: Freshmen Chemistry/Laboratory

**PROFESSIONAL BUSINESS EXPERIENCE**

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**3M Company (Minnesota Mining & Manufacturing)**

Medical Products Division, St. Paul, MN

***Information Technology (IT) System Manager & Business Analyst***

- Prepared system support plans and budgets for 400 laboratory personnel.
- Provided project management for the design, development and installation of business critical software systems.
- Negotiated and managed third party software development and support contracts.
- Hired contract personnel for laboratory systems/software application training.
- Managed a \$1.4 M IT department budget.
- Initiated the selection, design, development and deployment of a FDA product registration/compliance software system.

*Continued*

**Information Technology (IT) Specialist**

- Supervised Maintenance & Support personnel for business critical laboratory software applications.
- Supervised software application Help-Line support personnel.
- Conducted internal systems customer satisfaction surveys to improve support of business applications.
- Installed a joint European and US product research & development document management system.
- Hired and supervised instructors for training of laboratory personnel in business critical software applications.

**Laboratory, Quality Assurance & Regulatory Affairs Information Systems Specialist**

- Project Lead for business specific infrastructure and contract system support personnel.
- Managed the budgets for division specific laboratory software applications and infrastructure Help Desk support personnel.
- Performed user system data administration services (HP-UX).
- Installed industry specific software and hardware for the Medical Products Division laboratory personnel (PC & Server platforms).

**Senior Research Engineer, Optical Technology Center**

- Initiated proposals and managed approved product design and delivery projects in support of the U.S. Department of Energy solar energy photovoltaic research and development initiative.
- Managed specific prototype product design and manufacturing costs to ensure under budget and on-time delivery.
- Supervised product design and manufacturing teams leading to the successful delivery of new prototype energy conversion products.

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**ACCOMPLISHMENTS**

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- Managed the personnel and budgetary resources for the selection, development, and installation of medical device product R&D business critical systems resulting in reduced time to market and to ensure compliance with changing federal medical device regulatory requirements.
- Managed and championed the technology selection, resource procurement, and installation of a state-of-the-art industry compliant document management system.
- Conducted Information Systems assessments leading to increased customer satisfaction and reduction in-system support costs.
- Initiated and conducted IS assessments leading to the implementation of business critical complaint handling, corrective and preventative action, and FDA Part 11 compliant systems.
- Supervised Information Systems support personnel to ensure maximum system “up Time,” timely system upgrades, and customer software training for 400 product development and laboratory personnel.
- Managed the maintenance and support of document management systems for the Medical Division laboratory, quality assurance, and regulatory affairs systems.

**BUSINESS MANAGER****Strategic Planning • Operations Management • Sales**

Solutions-oriented operations manager with a proven track record of strategic problem solving resulting in opening new business markets, increasing sales and net profit, reducing operating expenditures, and incorporating technology advances into business operations.

**Core competencies include:**

Business Operations	Insurance & Risk Management
Inventory & Production Management	Computer Application Implementation
Finance & Accounting	Negotiations with Vendors
Quality Assurance	Advertising, Marketing, Sales & Promotions
Personnel & Training	Purchasing & Buying
Delivery & Packaging	

**Professional Experience****DIRECTOR OF OPERATIONS, FINANCE AND STRATEGIC INITIATIVES, 1996 – 2004**

Eyes of the Wild Art Gallery, Maple Grove, MN

Served as Director of Operations, Finance and Strategic Initiatives of nearly \$500k annual customized manufacturing and retail, multiple-face operation: store front, web presence, and trade shows.

**Key Achievements:**

- Revitalized family business and made it profitable prior to selling.
- Increased Sales 106% from \$241K to \$495K annually
- Increased Net Profit from (-16.5%) to 12.1%
- Reduced Direct Operating Expenses by 20%
- Implemented & managed computer systems
- Hired, trained and managed new employees
- Developed and implemented advertising & marketing campaigns, including print, radio, & web site

**OPERATIONS MANAGER, 1990 – 1996**

Gem Polishing, Minnetonka, Minnesota

Served as Operations Manager of five location, 15 to 20 staff, commercial detailing operation responsible to clean 300 to 500 vehicles daily.

**Key Achievements:**

- Managed a 5-location, commercial detailing service for Fed Ex trucks.
- Hired, trained and supervised up to 16 staff members
- Developed and Implemented policies & procedures, code of ethics
- Handled purchasing of supplies, distribution & inventory tracking
- Maintaining or repairing machinery: power washers and scrubbers

*Continued*

## **Candidate 13-001**

*Contact: Dacia Normandin, Business Relations Consultant, 651-642-0858*

### **TRAINING ASSOCIATE OF MARKETING & SALES, 1992-1993**

Varitronic Systems, Inc., Brooklyn Park, MN

Varitronic Systems, Inc. is a manufacturer of easy-to-use business graphics products for industrial labeling, signage and everyday presentations.

#### **Key Achievements:**

- Trained dealers and vendors on company products, including lettering machines, poster printers, UPC code equipment and typesetter machines.
- Managed marketing department inventory and created inventory procedures for stock of supplies.
- Conducted market research and assisted with the marketing of product literature, updates and accessories.
- Testing of product launches and provided recommendation feedback for design and layout of the products.

### **HEALTH CLUB MANAGER, 1982 – 1985**

Fitness U.S.A. / European Health Club, Brooklyn Center, MN

Fitness U.S.A. Health Club is an internationally affiliated health club providing its members a full service venue of fitness facilities, equipment and classes.

#### **Key Achievements:**

- Trained employees on instruction, safety and security.
- Responsible for good customer relations and sales goals.
- Staffing responsibilities: scheduling, hiring, terminations, implementing policies and procedures.
- Coordinate maintenance needs for facility and equipment.

### **EDUCATION**

#### **Bachelor of Science (BS) in Business Administration, 1990**

Concentration: Marketing and Advertising, (Honors - Cum Laude)

University of Wisconsin-Stout, Menomonie, Wisconsin

### **TECHNICAL PROFICIENCIES**

**Computer Platforms:** Windows XP, Millennium, 98, 95,

**Computer Software Applications:** Quick Books, Microsoft Outlook & Express, PowerPoint, Word, Excel, Lotus 123, Fullcalc, HTML w/Java, Various Graphic Packages, Various Utility and CPR Gardening Software Packages

### **ACTIVITIES**

President of Retail Directions ◇ Kinship (Big Brother) ◇ Church Activities

**PROFESSIONAL SKILLS & QUALIFICATIONS**

- Proven success in sales and business development
- Over five years' experience in merchandising and inventory control
- Used research and market analysis to identify opportunities to invest, advertise, and sell services and products
- Expertise in marketing through social media, iPhone apps, mass emails, and flyers
- Demonstrated success in a demanding environment by building and maintaining long term relationships with clients and industry contacts, managing multiple tasks, and growing a client base and revenue
- Exceptional talent in sales, marketing, sports administration, developing sponsorships, branding, and event marketing
- Excellent oral and written communication skills including successful grant writing, event planning and fund raising

**EDUCATION**

University of Minnesota, Minneapolis, MN	December 2011
MEd in Applied Kinesiology - Emphasis in Sports Management	
B.S. in Kinesiology - Emphasis in Exercise Science	May 2009

**Certifications**

American Council of Exercise Certified Personal Trainer since 2009  
Minnesota Emergency Medical Services Regulatory Board Certified First Responder since 2008

**Affiliations**

American Council on Exercise  
National Strength and Conditioning Association  
United States Soccer Federation

**EXPERIENCE**

Snap Fitness Contractor, Minneapolis, MN A 24 hour fitness facility Health and Fitness Specialist	2008 - Present
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- Started own training business within the Snap Fitness facility.
- Performs fitness orientations and assessments.
- Explains to clients the advantages of living a healthy lifestyle
- Sells clients on the idea of proper training.
- Designs and performs group exercise classes.
- Designs individual exercise programs and help clients train properly.
- Creates promotions to sell personal training packages to clients.

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## **Candidate 01-007**

*Contact: Pam Gowan, Business Relations Consultant, 651-642-0778*

Banat Inc., Minneapolis, MN

2006 - Present

A convenient store and tobacco dealer

Vice President and Manager of Operations

- In charge of employees (hiring, training, and implementing tasks and duties)
- Keeps track of proper inventory.
- Market research of new and potential products.
- Create great relationships with vendors and clients.
- Keeps track of finances.
- Negotiate contracts with companies such as Coca cola, Philip Morris, and others.
- Marketing and promotions of new products.
- Building brand loyalty and awareness.

Project Fit, Saint Paul, MN

2008 - 2011

A small fitness studio specializing in individual and group personal training helping individuals achieve and maintain a healthy lifestyle

Founder, CEO, and Trainer

- Initiated and founded Project Fit, an affordable and convenient training studio in Saint Anthony Park.
- Studied and researched the idea of group personal training and its future success.
- Connecting with vendors in the exercise industry to furnish the space.
- Marketing the idea and the studio to potential clients.

Tucker Center for Research on Girls and Women in Sports

2007 - 2008

An Interdisciplinary Research Center at the University of Minnesota

Research Assistant

- Work collaboratively on ongoing projects with research team
- Literature review
- Data collection, entry and analysis
- Synthesizing and reporting qualitative and quantitative results

Dish Network Subcontractor, Saint Paul, MN

2004 - 2007

Sales, installation, and maintenance of Satellite systems

Subcontractor, Salesman, and Certified Technician

- Conducted promotions and sales of systems, packages, and contracts to new clients.
- Educated clients about the systems, packages, and contracts they are purchasing.
- Installed new systems.
- Insured the best customer service to satisfy clients.
- Worked closely with Dish Network on proper record keeping and quality control.

**EDUCATION**

Bachelor of Science Degree in Social Work Projected graduation 12/10  
St. Cloud State University (SCSU), Saint Cloud, MN  
• Nationally accredited social work program

Transfer Curriculum 09/05 – 05/08  
Anoka Ramsey Community College (ARCC), Coon Rapids, MN

**EMPLOYMENT**

**Computer Lab Consultant** 11/08 – Present  
Saint Cloud State University, St. Cloud, MN  
• Assist students and monitor the use of computers, printers, and reference materials.

**Attendant** 06/04 – 06/08  
Kenwood Retirement Home, Minneapolis, MN  
• Communicated with elderly residents and assisted with their daily needs  
• Provided training to five new employees

**VOLUNTEER**

Minnesota Counseling Center, St. Cloud, MN 02/09 – 05/09  
• Provided guidance, assistance, and counseling services to clients with chemical dependency issues and mental illness - Volunteered 60 hours

American Association of the Hmong Women of Minnesota, Minneapolis, MN 06/05  
• Provided resources and services to the Hmong community and new Hmong immigrants  
• Volunteered 60 hours

Unity Hospital, Fridley, MN 05/04  
• Nursing assistant  
• Volunteered 55 hours

Feed My Starving Children, Brooklyn Park, MN 09/02  
• Packaged food for delivery to children in need  
• Volunteered 20 hours

**ADDITIONAL ACTIVITIES AND ACHIEVEMENTS**

Current member of the Social Work Association, SCSU 09/08 – Present  
Current member of the Hmong Student Organization, SCSU 09/08 – Present  
Former member of the Multicultural Club, ARCC 09/05 – 05/08

**REFERENCES**

Lonna Schlangen, Computer Lab Supervisor, St. Cloud State University  
720 4th Avenue S., St. Cloud, MN 5630, (320) 761-6828

Whyly Lee, Supervisor, Kenwood Retirement Home  
825 Summit Avenue S., Minneapolis, MN 55403, (763) 568-9769

**BACKGROUND SUMMARY**

Advise and support learners with varying backgrounds and levels of ability. Organize and schedule equipment and people within a structured physical environment to maximize contact hours and achieve individualized learning outcomes. Secure program participation opportunities and funding for women and students with disabilities. Teach and assess motor skills, team strategies and rules for a variety of sport activities.

**PROFESSIONAL EXPERIENCE****SOUTH WASHINGTON COUNTY SCHOOLS, Cottage Grove, MN**

K-12 school district (16,600 students) with significant populations of English language learners and students qualifying for free and reduced lunch.

**Positions Held:**

- Teacher (grades 9-12; physical education, dance, developmental adapted physical education)
- Department Chair (3 years)
- District Curriculum Committee Member
- Advisor for Applaud academic achievement and improvement recognition program (3 years)
- Site-based Management Team (3 two-year terms)
- Technology Committee (2 years)

**Achievements:**

- Developed and implemented individual physical education plans for students with disabilities
- Assessed student progress toward individual learning goals, identified out-of-school issues impacting student performance and advocated on behalf of the student to ensure access to academic resources and support services
- Supervised over ten student teachers from a variety of colleges, advising and supporting them in their academic and career pursuits
- Assisted high school students to obtain scholarships and achieve college entry goals
- Worked with English as a Second Language (ESL) professionals to design appropriate accommodations to the learning environment; tutored ESL students in math
- Founded and organized a program of adaptive athletics for students with disabilities, bringing together parents, special education teachers, and district administrators; started programs in gymnastics, dance, and competitive and synchronized swimming
- Raised \$30k to fund the Applaud Program and recruited 65 local businesses to sponsor in-kind donations
- Chamber of Commerce Educator of the Year Award (for work with the Applaud Program)
- Part of district committee that wrote and received a \$750,000 grant to train staff and purchase equipment
- Wrote two local Education Foundation grants (\$4,500) to purchase equipment for innovative programs I initiated in my department

**EDUCATION AND PROFESSIONAL TRAINING**

Disability Policy and Service Certificate Program-University of Minnesota

College Students Today-Spring 2010

Disability Policy and Services-Spring 2010

Cross-Cultural Counseling-Summer 2010

Counseling Procedures-Summer 2010

Internship-Disability Policy and Services-Summer & Fall 2010

Understanding Academic Disabilities-Fall 2010

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**Candidate 09-004**

*Contact: Pam Gowan, Business Relations Consultant, 651-642-0778*

Master of Education, University of Minnesota

Major: physical education, emphasis in developmental adapted physical education

Minor: educational psychology

Bachelor of Science, University of Minnesota

Major: physical education

Minors: dance and coaching

Vision Loss Resources-Accessibility Technology Training-Fall 2009

Computer Essential Certificate 2007 (Word, Excel, Access, Power Point)

Normandale Community College, fall 2009

Beginning Grant Writing-Minnesota Council of Nonprofits, September 2009

**PROFESSIONAL AFFILIATIONS**

Minnesota Education Association

American Council on Exercise

IDEA Health & Fitness Association

**Qualification Highlights**

- Professional demeanor with the ability to remain tactful and respectful during stressful situations.
- Excellent planning skills as demonstrated through working closely with the Minnesota Business Leadership Network to successfully produce the Disability Mentoring Day.
- Ability to work with diverse cultures and unique situations as shown through extensive paid and unpaid involvement with the Disabled Student Cultural Center.
- Development of fundraising effort with the University of Minnesota Disabled Student Cultural Center that resulted in initial \$20,000 in revenue to get the program up and running. .
- Created, developed and marketed diversity initiative campaign for U of M HR staff, students and community.
- Disability campaign lead to creation of adapted sports program at U of M
- Worked on organizational and recruiting of students and implemented accounting procedures.
- Training and development of future leaders.
- 4 Years advanced office support with excellent organizational skills
- Excellent verbal and written communication skills with ability to effectively give and carry out complex directions.
- Strong Microsoft Office skills
- Excellent reading comprehension and math skills

**Education**

University of Minnesota, Minneapolis, MN

B.S. in Human Resources/Management with a minor in Business and Political Science

**Professional experience**

05/2004- 05/2008

**Co-Director****Disabled Student Cultural Center**

200 Washington Ave. SE. Suite: 203

Minneapolis, MN 55455

Wrote the constitution of the organization, established accounting methods, wrote handbook, writing of budget proposals, event planning and marketing, fundraising, head of a disability awareness campaign, recruiting of members for board positions, community outreach, and hold a seat on the student government board. Work with other cultural groups to collaborate. Consult with human resources regarding best practices and diversity initiatives. Advanced office support.

07/2007- 09/2007

**Human Resources Internship****State of Minnesota - DEED**

331 Minnesota St.

St Paul, Minnesota

Internship In Human Resources with primary focus on assisting with mentoring day and looking at accessibility of state websites.

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## **Candidate 13-003**

Contact: *Dacia Normandin, Business Relations Consultant, 651-642-0858*

**06/2006 – 09/2006**

### **Human Resources Internship Medtronic Inc.**

710 Medtronic Parkway Ne.  
Fridley, MN 55432

Internship in human resources compensation and benefits department. Worked on a project for creating best practices for a total rewards program for non sales commissioned employees. Worked on disability and inclusion in the workplace from an employee's prospective. Stating some of the not so obvious areas in which access could be an issue and presenting it in a format to show how it not only benefits employees but also benefits the customers.

### **Volunteer experience**

**Disabled Student Cultural Center:** helped with planning events that brought disability awareness to the community

Minnesota Student Association: Student government at University of Minnesota

### **References**

Jodi Julseth, HR Manager, Diversity & Inclusion Programs, Best Buy  
612-291-7682  
7601 Penn Avenue South  
Richfield MN 55423

Karen Quammen, Project SEARCH Coordinator, Cincinnati Children's Hospital  
763-300-3709  
1693 148th Lane NW  
Andover, Minnesota 55304

Ernest Lepore  
763-786-6008  
8300 Groveland Road  
Moundsvew, MN 55112

Rick Olsen  
763-780-1898  
12138 Bataan St NE  
Blaine, MN 55449

**PROFESSIONAL SKILLS & QUALIFICATIONS**

- Excellent customer service skills
- Ability to work well with all types of individuals on a team or independently
- Excellent mechanical aptitude
- Ability to learn quickly
- Experienced in set up of RIPS, printers, laminators, cutters and plotters
- Designed banners, posters, signs and trade show materials
- Proficient with Macintosh, Adobe Acrobat, Adobe Illustrator and Photoshop
- Solid understanding of printing processes and procedures

**EMPLOYMENT EXPERIENCE****Target Corporation**, Minneapolis, MN

March 1995 – January 2004

Architecture &amp; Engineering Dept., Administrative Reprographics Specialist

- Copied and distributed paper blue-prints and construction plans
- Scanned plans and converted them to digital files
- Eventually worked from digital online database using computer-aided drafting technology to develop and distribute construction plans

**Simon Engineering**, Minneapolis, MN

January 1995 – March 1995

Administrative Reprographics Specialist

- Copied and distributed paper blue-prints and construction plans
- Began scanning plans and converting them to digital files
- Organized library of reference materials

**Minn-Blue Digital**, Minneapolis, MN

July 1990 – January 1995

Reprographics Supervisor

- Coordinated incoming projects with the work schedules of employees in digital division
- Copied and distributed paper blue-prints and construction plans
- Began scanning plans and converting them to digital files
- Plotted digital displays and plans in the photographic department

**The Printer**, Minneapolis, MN

April 1990 – July 1990

Reprographics Specialist

- Printed and produced pages in catalogs for large retail companies

**Albinson Reprographics**, Minneapolis, MN

February 1987 – April 1990

Reprographics Specialist

- Supervised new digital department
- Plotted blueprints and construction plans on original color copiers and digital printers
- Printed plans from disks
- Copied and distributed paper blue-prints and construction plans
- Repaired copy machines

*Continued*

## **Candidate 02-005**

*Contact: Dave Smith, Business Relations Consultant, 651-643-3413*

**Freelance Graphic Designer**, Minneapolis/St. Paul Metro area, MN

Independent Contractor

- Design, Pre-press Print, Consult
- Promotional Materials – album covers (vinyl, CD-ROM, audio cassette, etc.), table-top advertisement tents, wall posters

### **EDUCATION**

Brown Institute, Mendota Heights, MN

**Graphics Arts/Advertising Design**

Fridley High School, Fridley, MN

**Diploma**

**SUMMARY** Dependable, results-focused purchasing professional with a Bachelor of Architecture, an Associates Degree in Architectural Technology and over 19 years of experience in ordering, coordinating and processing contract hardware materials for the construction industry. Background includes in-depth knowledge and experience in:

- . Sourcing, Purchasing and Expediting.
- . Price control and Negotiation.
- . Vendor Certification and Qualification Programs.
- . Inventory Analysis and Management.
- . Architectural applications (Doors, Frames and Hardware)
- . Project costing.
- . Building Codes, Fire Codes and Hardware Requirements.
- . Shipping, Receiving and Warehouse Operations.
- . Cost Reduction Programs.
- . SBT Accounting Software.
- . Mastering Key System Software.
- . Pro-Tec.
- . AutoCAD Release 12.
- . Microsoft Excel and Word.

## **EXPERIENCE**

### **Straughan Hardware, Inc. Minneapolis, MN - 2002-2009** **Buyer**

Responsible for the timely cost effective purchasing, tracking and coordination of contract hardware for all major accounts. Projects include: Orville Freeman Building, Protein Design Labs, Andover YMCA, St. Josephs Hospital, Jackpot Junction Hotel and Event Center and Ivy Hotel. Additional responsibilities include:

- . Obtains price quotations and works with sales staff on pricing for bids.
- . Personally contacts manufactures to obtain technical information, assess product cost and availability, track order progress and obtain authorization for the return of defective and unwanted merchandise.
- . Initiates and processes inventory management reports.
- . Projects manufactures lead times to facilitate the on-time delivery of sales orders and contact jobs.

*continued*

- . Expedites, coordinates and problem solves material requirements and hardware scheduling at all organizational levels to achieve accurate on-time on-budget performance. Coordinates with other departments to ensure rapid response to job problems. Follows up on all corrective actions to ensure effective resolution of problem situations.
  
- . Coordinates with Accounting Department to receive purchase orders on the computer and to resolve invoicing issues.

**Gardner Hardware Co. Minneapolis, MN. – 1990 to 2002**  
**Buyer/Expediter 1994 to 2002**  
**Warehouse worker 1990 to 1994**

**Target Stores Crystal and Minnetonka, MN – 1979 to 1990**  
**Worked in Food Service to pay for Education.**

**EDUCATION**

- . **Bachelor of Architecture** - University of Minnesota 1989
- . **Associate of Applied Science in Architectural Technology** – North Hennepin Community College 1983 (Graduated with Honors, Phi Theta Kappa)
- . **AutoCAD** (Beginning, Advanced and Independent Study Programs 4.0 GPA in all classes) North Hennepin Technical College 1994 and 1995
- . Financed 100% of all education by working while attending school.

**REFERENCES**

*References, Letters of Recommendation and other background information will be gladly provided upon request.*

**OBJECTIVE** Early Childhood Educator**AREAS OF PROFICIENCIES**

- Child Development
- Developmentally Appropriate Teaching
- Early Childhood Indicators of progress
- Creating an Effective Learning Environment
- Health, Safety & Nutrition
- Curriculum Planning
- National Association of the Education of Young Children
- First Aid , CPR& AED Certified
- Multicultural & Ethnic Awareness
- Leadership & Teamwork
- Communication & interpersonal
- Components of the Individualized Education Plan (IEP)
- Parent Involvement & Responding
- Community Interaction
- Time Management & Scheduling
- Supervision & Evaluation

**EDUCATION**

Metropolitan State University, Saint Paul, MN Early Childhood Studies B.A.S. – In Progress

Minneapolis Community Technical College Minneapolis, MN  
Child Development A.S. Degree - 2012  
Child Development Diploma - 2012  
Child Development Certificate -2011**PROFESSIONAL EXPERIENCE****Volunteer, Minneapolis Public Schools** – Lucy Laney Elementary, Minneapolis, MN 11/5/2012 - PRESENT**Personal Care Assistant**, About U Care, Minneapolis, MN 11/2006 - 3/2012  
Encouraged developmentally appropriate alternatives to help integrate an Exceptional Child into society.**School Age Teacher**, KinderCare Learning Center, Brooklyn Park, MN 8/2011 - 2/2012  
Provided a safe and developmentally appropriate environment for school aged children. Focused on the “whole child” with emphases on social and emotional development of children age’s five to twelve.**24 Hour Banker**, USBANCORP, Saint Paul, MN 6/2002 - 7/2011  
Customer Service Representative who provided technical online service support, assisted customers with banking inquires and provided various financial solutions.**Collection Agent**, Target Financial, Minneapolis, MN 12/1997 - 12/2001  
Recovered past due balances on delinquent accounts.**SPECIAL INTEREST & HOBBIES**

- Vocational speech presented to parents at Oak Hospital in Ikorodu , Lagos Nigeria raising awareness about SIDS, importance of Immunization and the practice of healthy hygiene, and infant/child car seats (child safety).
- Hosting a local TV show in the North West suburbs “Fistworldtv”.
- Volunteering for the children’s ministries at my church.

***EDUCATION***

Metropolitan State University, St. Paul, MN

**Master of Science - Technical Communication**, December 2012

Course Work included: Usability Testing for Technical Communication

Writing & Designing for the Web

Writing Major Projects

Writing for Publication

Saint Mary's University, Winona, MN

**Bachelor of Arts in E-Business Technology**, December 2005

Benchmark Learning, Edina, MN

**Web Design with XHTML, HTML, and CSS: Level 2 and 3**, April 2010

***COMPUTER SKILLS*****Programming Languages**

ASP, SQL, VBScript, HTML, CSS, XHTML, Java, JSP

**Software Applications**

Microsoft Access (VBA), Microsoft Excel, Microsoft Word

***PROFESSIONAL EXPERIENCE***

Metropolitan State University, St. Paul, MN

May 2012 – July 2012

**Graduate Research Intern**

- Researched and compiled relevant articles for the International Technical Communication graduate course curriculum
- Categorized article lists by topic, specifying title, date, and summary

Blue Octopus LLC, St. Paul, MN

July 2010 – November 2010

**Website Project Intern**

- Researched and recommended strategic keyword and linking plan for new website
- Developed new website with HTML and CSS

AFSA High School, Vadnais Heights, MN

July 2010 – September 2010

**Website & Marketing Enhancement Intern**

- Proofread and copyedited website content
- Recommended and incorporated formatting and layout options for website content
- Created and modified web pages with website management software program

*Continued*

## **Candidate 09-007**

*Contact: Pam Gowan, Business Relations Consultant, 651-642-0778*

Twin Cities RISE!, Minneapolis, MN

June 2006 – June 2009

### **Website Assistant/Database Administrator Associate (AmeriCorps, 3 year position)**

- Acted as project lead during the development phase of the organization's new website that involved creating a project plan and a detailed task list, acting as technical advisor, developing objectives and agendas for meetings, and creating weekly progress reports
- Assisted in the implementation phase of the new website that included discussing and communicating content and layout ideas for assigned staff sections, hand-coding 41 content web pages with XHTML, researching and implementing basic search engine optimization techniques, and securing e-mails from spam by disguising addresses with ASCII code
- Managed the organization's website through the handling of all documented requests with HTML CSS and VBScript
- Created an online volunteer application with HTML, CSS, JavaScript, VBScript and ASP that resulted in over 40 volunteers in a year
- Identified and completed database usability improvements with Microsoft Access that made staff members' task(s) completion process more efficient
- Created a report with Microsoft Access that calculated the total of enrolled, absent, and attended individuals for each class period, eliminating time-intensive manual calculating
- Modified report with Microsoft Access to calculate total number admitted from each location based upon the total number admitted to the program, eliminating time of manual calculating

Women's Resource Center of Winona, Winona, MN

Summer 2004, Summer 2005

### **IT Intern / Volunteer**

- Designed and implemented a new website for the organization that included analyzing existing website and communicating ideas for new website, designing website template, meeting and discussing color scheme, and hand-coding website template and content pages with HTML and CSS
- Created a donation membership database schema including forms, reports and queries with Microsoft Access
- Researched and compiled an Internet resource list of current topics relevant to the organization's work for volunteer training

IBM Corp, Rochester, MN

Summer 2003

### **Summer Intern, eServer Development**

- Cataloged and organized over 800 problem reports within problem reporting system
- Entered data and edited HTML on department's website
- Reviewed department's web pages identifying and documenting errors

**General Work Skills**

- Possess exemplary office management and clerical skills, with extensive work experience with multi-line phone systems, mail distribution systems, filing and database systems, accounts receivable/payable/billing systems, and technical support.
- Extensive supervisory experience, assigning tasks and monitoring performance of employee teams ranging from 5 to 100 members.
- Exceptional ability to collaborate with customers, coworkers, and supervisors.

**Relevant Work Experience****Copy Writer**

- East View Entertainment Services August, 2008 – Present  
Duties: Write descriptive copy for summer and winter book catalogs. Write back cover synopsis for Russian-language books.

**Editor**

- Senior Editor: Sam's Dot Publishing. September, 2010.  
Duties: Selected short fiction for Northern Lights anthology, per publisher's requirements. Wrote and emailed acceptance and rejection letters to writers. Created back cover matter, copyright page, acknowledgments page, and forward. Assisted with marketing of anthology.

**Associate Editor**

- Fantasy Magazine. 2009 – 2010  
Duties: Read unsolicited submissions. Selected stories for possible publication and presented chosen materials to the Editor-in-Chief. Wrote and emailed rejection letters to writers.

**Website Tester**

- Carleton College. November, 2009.  
Duties: Tested various web pages to insure compatibility with JAWS for Windows software.

**Copy Editor**

- Wing Nut Productions October, 2008.  
Duties: Read and copy edited novel, Z is For Xenophobe, correcting grammar and spelling errors and bringing manuscript in-line with Wing Nut Productions house style using Chicago Manual of Style.

**Grant Writer/ Operations Manager**

- Tricia and the Toonies- 2007-2008  
Duties: Responsible for all organizational facets of a children's education/entertainment company, including bookings, contracts, and the development of marketing materials. Successfully applied for and received over \$50,000 in operational grant funds, including a development grant from Sherburne County.

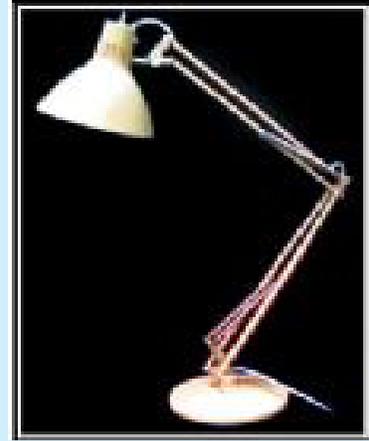
*References and Portfolio Materials Available Upon Request*

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