

INTRODUCTION

Experienced trainer / consultant / manager with strong presentation, organizational, analytic, and detail skills...
Now actively redirecting professional endeavors so as to:

- √ Devise and implement cost-effective systems resulting in excellent product;
- √ Target materials and presentations to audiences that vary widely in technical sophistication;
- √ Produce thorough, accurate, clear, and complete written work;
- √ Achieve these aims with an organization that offers a mentally stimulating, collegial environment.

OVERVIEW

- ◇ Gained 12 years of experience as a technical consultant who helped businesses evaluate, organize, analyze, implement and monitor methods and systems that enhanced their efficiency, quality, and profitability.
- ◇ Recommended, provided training, and wrote detailed reports in areas that include but are not limited to:
 - effective work flow – computerization – forms design – information management
 - pay & benefits structuring – receivables & payables – time efficiency – staffing
- ◇ Developed additional oral and written communications capabilities by employment and service activities such as retail buying, business office operations, real estate management, and serving in city government.

FEATURED CONSULTING EXPERIENCE

Accelerated Practice Concepts ———

Minneapolis, MN; 1984 - 1991

SYCOM ———

Madison, WI; 1979 - 1984

Business Management Consultant

For five years, worked directly with SYCOM customers to help them make maximum use of our services in the areas of administration, forms design, and computerization. After 1984, consulted with clients of a spin-off firm which focused on selection, adaptation, and implementation of computer and management systems for use in health care practices. Significant tasks performed during this 12 year period included:

CONSULTATION / REPORTING

- Engaged in in-depth consultations with health care providers and support workers in solo and group practices.
- Analyzed all aspects of business operations to clarify problems / opportunities and recommend solutions.
- Dealt with issues ranging from pay and incentive schedules to billing and patient record keeping.
- Wrote and presented extensive detailed reports to owners and decision makers.
- Analyzed impact of decisions in areas such as HMO participation, staff consolidation, and computer use with a consistent eye towards elucidating the "big picture," improving efficiency, and adding to profitability.

TRAINING / IMPLEMENTATION

- As requested by clients, facilitated implementation of recommendations.
- Developed / provided written materials and training to affected staff at up to three-week-long on-site sessions.
- Introduced new business forms and improved task organization along with changes in activities as divergent as patient scheduling and use of reference laboratories.

COMPUTERIZATION & INFORMATION MANAGEMENT

- Devoted much time to assessing information handling needs, researching alternative computer systems, and preparing recommendations specific to each practice.
- Provided instruction and assistance with setting up hardware, installing software, and training users of new or upgraded computer systems.
- Consistently assured availability and frequently wrote user reference documentation once new systems were in-place.

MARKETING & EDUCATION

- At SYCOM, provided training and technical support to regional field sales staff located throughout the US.
- Wrote and organized reference materials and presentation aids for use in sales presentations.
- For both companies, designed and wrote trade show presentation materials as well as staffing booths and conducting product seminars.
- Regularly spoke as a guest lecturer at Marquette University School of Dentistry utilizing outlines and handout materials which I had designed and written.
- Presented as Featured Speaker at regional, national, and international sales / trade shows.

ADDITIONAL MANAGEMENT / COMMUNICATIONS EXPERIENCE

Silverado Kitchens ————— Stoughton, WI; January 1999 - Present
Property Agent / Operations Manager

- Coordinate marketing of two downtown retail facilities located in downtown Stoughton.
- Approach owners and management decision makers of retail stores and other small businesses to solicit occupancy and, ultimately, to negotiate leases.
- Create general marketing pieces as well as writing and submitting specific proposals to lenders, interested business groups, and prospective tenants.
- Respond to residential tenants' needs according to lease terms and applicable WI laws.
- Order and maintain adequate inventory for food production and shipping, ensuring quality and just-in-time delivery.
- Ensure SSOP / HACCP code compliance in production, storage, and delivery.
- Maintain excellent supply vendor relationships, and provide key client distributor account management.
- Calculate and implement strict cost containment measures, and provide retail pricing structures to achieve greater profitability.
- Retain and supervise subcontractors, obtaining timely code-compliant completion of construction and maintenance projects.
- Maintain HVAC, structural and utilities systems.

University Bay Dental Associates ————— Madison, WI; 1991 - January 1999
Office Manager

- Successfully applied principles taught in my previous consultant role as an employee.
- Conceptualized and implemented improvements in activities such as scheduling, patient record keeping, and billing.
- Helped initiate cost containment measures in areas ranging from purchasing to staffing.

H. J. Prange Company ————— Madison & Green Bay, WI; 1976 - 1979
Area Manager < Assistant Buyer

- As Sportswear Area Manager, oriented and trained sales associates covering topics that included product information, merchandising techniques, customer assistance, and use of sales reporting and inventory control systems.
- Reinforced one-to-one teaching with on-site visits to field sales staff.
- Monitored local demand and tracked sales trends to provide input to corporate buyers.
- Advanced to assist with sportswear buying for all of the company's 17 stores.
- Managed budgets, projected sales, and adjusted merchandise levels among stores.
- Engaged in extensive oral and written communications with vendors as well as with local area and general managers.
- Wrote memos and bulletins as well as researching and organizing materials for use in product training.

PUBLIC SERVICE EXPERIENCE

City of Stoughton Common Council ————— Stoughton WI; 1997 - Present
Aldersperson

- Formulate and approve budgets, policy documents, and ordinances in areas such as public works, recreation, zoning, public safety, utilities, and planning & development.
- Serve as chair of the Council's Finance and Community Affairs committees; vice chair of Personnel, Public Works and Utilities.
- Communicate and respond to needs and requests of constituent groups and individuals.
- Help facilitate and coordinate activities of city staff, civic groups, and leadership of adjacent communities and governmental units.
- Continually seek and accept input from voters / tax payers along with providing information and education on issues of general concern.
- Write memos and correspondence, prepare position statements, and serve as a key resource person for colleagues when drafting, editing, or amending ordinances and resolutions.
- Serve as Council President, 1999 - 2000.

EDUCATION

Bachelor of Arts ————— *University of Wisconsin-Madison*; 1975
AREAS OF CONCENTRATION: **Economics & History**

LICENSES

◇ WI Real Estate License 50309-34 ◇ WI Food Manager License 7013634