

143-001-0922

OBJECTIVE

To achieve positive results in a responsible management position that will make good use of my proficiencies at oral and written communications, negotiating, problem solving, attention to detail, regulatory compliance, and quality control / improvement.

* Particular interest in international commerce. * Fluent in Spanish language.

OVERVIEW

- Professional history yielding breadth of experience in varied fields that range from transportation management and organizational development to interpreting, refugee services, and general practice and criminal law.
- Education including a Bachelor of Arts, study abroad, two years of graduate work in Spanish language, literature, and culture, completion of a law degree, and continuing formal education supporting careers in Law and Conflict Resolution.
- Outside interest and study motivating activities such as organizing regular informal Spanish language discussion groups and travel throughout Latin America.

EXPERIENCE

General Manager, Union Cab Cooperative — Madison, WI; 1997 - 1999

- Reported directly to the co-op board and led all activities of the approximately 250 staff members of one of Madison's two meter cab companies.
- Oversaw staff hiring, training, work assignment, and evaluation as well as being ultimately accountable for resolution of customer complaints and service problems.
- In addition to assuring workforce quality, oversaw activities undertaken to protect the co-op's capital assets including fleet and building maintenance.
- Was primarily responsible for evaluation and rebidding of existing contracts as well as for new business development.
- Assured accuracy of financial record keeping and reporting and took fruitful new measures to analyze costs and revenues from all operations.
- Reviewed and refined the employee benefits package, contained costs, documented its management, and fully implemented items such as family leave and portability of health care insurance.
- Upgraded the co-op's risk management program dealing with issues ranging from compliance with state and federal regulations regarding handling of hazardous materials and material safety data sheets to adherence to fire codes and obstacle-free stairways and walkways.
- Constructed and used a database to monitor / direct all driver training and certification in areas such as SDLs, ADA orientation, and defensive driving.
- Bid for and won a new contract for the University of Wisconsin's Safe Rides program and moved to a more flexible way of working with the City's Elder Care Program
- By carefully assessing the co-op's resources in order to selectively bid on contracts, succeeded in reducing costs of that business by more than \$300,000.

COMMENT: Served on the co-op board from 1989 to 1992 after an earlier stint as a driver in the mid-80s. Helped rationalize pay scales and served on the committee that selected the General Manager who was my predecessor.

Private Practice Attorney, Self-employed — Madison, WI; 1984 - 1986 & 1992 - 1997

- Represented clients in circuit courts in 27 Wisconsin counties and in Federal District Court of Western Wisconsin.
- Developed a practice focused primarily on criminal defense as well as gaining certification and accepting numerous referrals from the State Public Defender.
- Also, handled worker's compensation and personal injury cases as well as some landlord-tenant and general property cases.
- Gained considerable experience with constitutional law, particularly First Amendment issues.
- As an independent practitioner, managed all aspects of the business including evaluating, negotiating with, and hiring paralegals, clerks, and investigators on a case-by-case basis.

Business Manager / Associate Consultant, *Center for Conflict Resolution* — Madison, WI; 1987 - 1992

- Mediated over 100 disputes between individuals at work sites, in public schools, and between organizations.
- Helped provide the program design, training, mentoring, and ongoing consultation needed to establish peer mediation programs in public schools.
- Also, wrote the training manual for high school peer mediators.
- Worked with a diverse mix of students and faculty at three middle schools, two comprehensive mainstream high schools, an alternative high school, and a free-standing program for pregnant high school students.
- In addition to teaching communication, negotiation, and peer team-building skills, directly mediated racial disputes and provided diversity training at two different area high schools.
- Reached other groups by teaching communication, team building, and conflict resolution mini-courses at the University of Wisconsin Student Union.
- Facilitated win-win negotiations that led to the Madison Area Technical College bargaining agreement in 1991.
- At Black Hawk Technical College in Janesville, taught team building and interest-based bargaining to both staff and management bargainers and facilitated negotiations agenda planning.
- Led communication skills and team-building workshops as well as dispute resolution sessions for business clients as diverse as Magic Mill, a Madison grocery store, and a Proctor & Gamble Regional Headquarters Office.
- Developed a training course for non-profit and cooperative boards of directors.
- Led board training, conflict resolution, and team building sessions for a variety of organizations including WORT Radio, Access to Independence, Waushara County Department of Social Services, Madison Community Cooperatives, The Demand Side Energy Conservation Program, and five Madison housing cooperatives.
- Besides training and consulting, coordinated printing and distribution of two manuals published by the organization.
- Maintained all financial records and served as a contact for organizations and individuals inquiring about services and instructional materials.

Investigations Coordinator, *Rock County Fair Housing Council* — Beloit, WI; 1987 - 1988

- Hired, oriented, and delegated work to a small office staff as well as recruiting, organizing projects, and giving support to volunteers who did housing discrimination testing.
- Interviewed complainants, did follow-up investigations, and documented findings.
- Produced detailed financial reports accounting for expenditures to the parent organization and funding sources.

Acting Director, *Cuban Refugee Resettlement Program* — Fort McCoy, WI; 1980 - 1981

- After joining the operation as an interpreter, took on the director's role as the camp was being phased out.
- Initially recruited and oriented interpreters to accompany and assist camp emergency workers on internal police, fire, illness, or injury calls.
- Planned, requisitioned equipment for, and set up the office and schedules needed to establish the interpreting and translation service.
- Coordinated psychiatric screenings as the last 5,000 refugees were relocated to a base in Arkansas.
- Also managed the lay-off of 30 temporary staff members.
- During both phases of the job, carried out a variety of inventory, logistics, and payroll responsibilities.

Teaching Assistant, *University of Wisconsin, Dept. of Spanish & Portuguese* — Madison, WI; 1979 - 1981

- Exercised essential independence when teaching up to three sections of introductory-level Spanish each semester.
- Worked within a broad syllabus, but developed all lesson plans and quizzes as well as calculating student grades for each of my sections.
- In addition to time spent in class meetings, worked with individual students to help them grasp concepts and develop language learning strategies.

ADDITIONAL WORK EXPERIENCE

In addition to the already mentioned cab driving, worked in various industrial settings while pursuing higher education or redirecting my career. Work sites included a cannery, a nursery, a metal fabrication plant, and a contract machine shop. Shortly after high school graduation, was given a job as foreman of a cannery packaging line primarily because of my aptness at acquiring and using Spanish as well as my overall ability to learn. As a novice machinist, used my problem solving abilities to find ways to handle wear on tooling that greatly improved the productivity of the process we were using.

ADDITIONAL LANGUAGE ACTIVITIES & SKILLS

- Able to speak, read, and write Spanish fluently and can translate simultaneously between Spanish and English.
- Have studied in Mexico and traveled extensively in El Salvador, Nicaragua, and Colombia.
- As a child, lived in Germany for a year and studied German at both the high school and university level.
- As an adult, found my German quite serviceable during nearly a year's travels in Europe.
- For several years, organized and led an informal weekly Spanish language discussion group in my home.
- At various times, have acted as an interpreter in legal hearings.
- Have been called on to translate various legal documents and pieces of health care information.
- Have strong interest in and have independently studied various other European languages.

EDUCATION

Juris Doctor, *University of Wisconsin–Madison Law School;* 1984

Bachelor of Arts, *University of Wisconsin–Madison;* 1978

MAJOR: **Spanish** COMMENT: Graduated with Honors
STUDY ABROAD: Universidad Iberoamericana, Mexico, D.F. Mexico, 8 Credits

Graduate Studies (30 Credits), *University of Wisconsin–Madison, Dept. of Spanish & Portuguese;* 1985

*References and complete history of work & professional development
will be provided upon readers' request*