

*Career Summary*

*A creative, confident, and insightful leader offering many years of diverse corporate knowledge and experience. In addition, owner and operator of a coaching and consulting business. A self-starter recognized for strong planning, project management, written communication and coaching skills, with a "look beyond the obstacles" approach to problem solving.*

<p><i>Essential Connections</i> <i>October 1999 - Present</i></p>	<p><i>Founded and established a business providing coaching, consulting and facilitation services</i></p> <ul style="list-style-type: none"> <li>▪ Personal development for professionals</li> <li>▪ Customer experience management consulting</li> <li>▪ Other services as needed</li> </ul> <p style="text-align: center;"> <a href="http://www.connectionscoach.com/">http://www.connectionscoach.com/</a>  <a href="http://www.yourcustomersmatter.com">http://www.yourcustomersmatter.com</a> </p>
<p><i>OD Consultant</i> <i>Human Resources</i> <i>Alticor Inc.</i> <i>November 2000 – October 2002</i></p>	<p><i>Objective - Develop and implement performance improvement interventions that improve the effectiveness and productivity of individuals and departments.</i></p> <ul style="list-style-type: none"> <li>▪ Developed and implemented a broad range of internal consulting initiatives including:             <ul style="list-style-type: none"> <li>▪ Development of high potential executive successors                 <ul style="list-style-type: none"> <li>▪ Executive Coaching Program</li> <li>▪ Executive Mentoring Process</li> <li>▪ Executive Education Curriculum and Resources</li> <li>▪ Executive Assimilation Process</li> </ul> </li> <li>▪ Development of the general management population                 <ul style="list-style-type: none"> <li>▪ Leadership Development Benchmarking</li> <li>▪ Leadership Development Curriculum and Program Development</li> <li>▪ Acquisition of E Learning library</li> <li>▪ Coaching Clinic Licensed Facilitator</li> <li>▪ Corporate Coaching Provider</li> </ul> </li> <li>▪ Development of teams and work groups                 <ul style="list-style-type: none"> <li>▪ New Employee Orientation</li> <li>▪ Teambuilding and Team Assessments</li> <li>▪ Customer Service Training</li> <li>▪ Exit Interview Process</li> <li>▪ Miscellaneous Assessments and Workshops</li> </ul> </li> </ul> </li> </ul>
<p><i>Program Manager</i> <i>Executive Administration</i> <i>Amway Corp.</i> <i>January 2000 – November 2000</i></p>	<p><i>Objective - Manage the Globalization Initiative, which would re-position the Amway business by totally re-engineering the organizational structure and reducing SG&amp;A costs by 30%.</i></p> <ul style="list-style-type: none"> <li>▪ Managed day-to-day activities, work plans, goals and milestones</li> <li>▪ Managed the relationships between 2 consulting firms and approximately 20 redesign teams</li> <li>▪ Provided the communications interface between the Governing Board (OCE) and the redesign teams</li> <li>▪ Facilitated and managed conflict resolution</li> <li>▪ Ensured quality control and consistency of all deliverables across teams</li> <li>▪ Ensured that targets were met</li> <li>▪ Provided updates and summary information to the OCE staff</li> </ul>

**Administrative  
Coordinator**

**North American  
Customer  
Service &  
Distribution**

**Amway Corp.**

**February 1995 –  
January 2000**

**Objective - Support the Vice President and co-manage the North American Customer Service & Distribution business units**

- Assisted in developing and implementing strategies for the continuously changing structure of the division
- Established and maintained relationships with key individuals who could lend insight to the needs and changes required for the future division
- Developed and implemented new processes for standardizing and measuring the performance of downline management
- Mentored and coached downline management
- Planned and implemented various processes to “check the climate” of the downline organization: communication focus groups, communication meetings, etc.
- Oversaw and coordinated various divisional processes, made decisions and recommended improvements as needed
  - Management performance reviews
  - Management Incentive Program plans and reporting
  - Strategy and Budget planning and performance
- Facilitated various cross functional teams throughout North American Business Relations to accomplish divisional initiative objectives:
  - Performance standards, measurements and review forms for Business Relations
  - Performance standards, measurements for Customer Services
  - Customer Focused Quality process improvement teams
- Developed processes and structure for overall body of North American Business Relations
  - Strategic initiative planning and reporting
  - Management Incentive Program reporting and dissemination
  - Independent Business Owner Association International meeting recommendation process
- Acted as a central point for divisional communication
- Participated as a resource in cross functional teams for the development of various corporate programs and initiatives
  - Direct Fulfillment – a new auto-ship program
  - New Employee Orientation
  - Quixtar – a new online business opportunity

**Supervisor  
Customer  
Service**

**Amway Corp.**

**May 1974 –  
February 1995**

**Supervised several different functions within the Customer Services Division**

- Performed normal supervisory responsibilities: Budgeting, staffing, work management, process improvement, call center management, etc.
- Established and managed 2 new customer service departments to support new business ventures
- Nurtured relationships with external vendors who were responsible for fulfilling new services
- Anticipated, assessed, and managed training required for the changing roles of the Customer Service Reps
- Established and developed departmental standards and measurements

**Knowledge,  
Skills and  
Abilities**

**Considering myself a lifelong learner, I thrive on enhancing my knowledge, skills and abilities:**

- Graduation from Coach University & Corporate Coach University
- Licensed facilitator for The Coaching Clinic training program
- Astute knowledge and experience in Emotional Intelligence, Business Relationship Development, and Change Management
- Experienced in leading teams through the Total Quality Management (TQM) process
- Proficient with computer software and hardware: Microsoft Office plus many others
- Up to date with economic issues, new technology, and business trends and current thinking as it relates to performance improvement