

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 style="text-align: center;"><i>Essential Connections</i></p> <p style="text-align: center;"><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"> ▪ Specialized in assisting clients to leverage their influence and build solid relationships with their colleagues and customers ▪ Acts as a change agent for clients. Supports clients in maximizing their effectiveness and achieving their goals ▪ Provides structure and guidance as needed for clients to sustain successful results http://www.connectionscoach.com/
<p style="text-align: center;"><i>OD Consultant Human Resources</i></p> <p style="text-align: center;"><i>Alticor Inc.</i></p> <p style="text-align: center;"><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"> ▪ Developed and implemented a broad range of internal consulting initiatives including: <ul style="list-style-type: none"> ▪ Development of high potential executive successors <ul style="list-style-type: none"> ▪ Executive Coaching Program ▪ Executive Mentoring Process ▪ Executive Education Curriculum and Resources ▪ Executive Assimilation Process ▪ Development of the general management population <ul style="list-style-type: none"> ▪ Leadership Development Benchmarking ▪ Leadership Development Curriculum and Program Development ▪ Acquisition of E Learning library ▪ Coaching Clinic Licensed Facilitator ▪ Corporate Coaching Provider ▪ Development of teams and work groups <ul style="list-style-type: none"> ▪ New Employee Orientation ▪ Teambuilding and Team Assessments ▪ Customer Service Training ▪ Exit Interview Process ▪ Miscellaneous Assessments and Workshops
<p style="text-align: center;"><i>Program Manager Executive Administration</i></p> <p style="text-align: center;"><i>Anway Corp.</i></p> <p style="text-align: center;"><i>January 2000 – November 2000</i></p>	<p><i>Objective - Manage the Globalization Initiative, which would re-position the Anway business by totally re-engineering the organizational structure and reducing SG&A costs by 30%.</i></p> <ul style="list-style-type: none"> ▪ Managed day-to-day activities, work plans, goals and milestones ▪ Managed the relationships between 2 consulting firms and approximately 20 redesign teams ▪ Provided the communications interface between the Governing Board (OCE) and the redesign teams ▪ Facilitated and managed conflict resolution ▪ Ensured quality control and consistency of all deliverables across teams ▪ Ensured that targets were met ▪ Provided updates and summary information to the OCE staff

**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 initiatives 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 customers 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