

Attachment 7.12

**Names and Biographic
Information of
Key Administrative Staff**

Senior Management Resumes

Michael S. Abril

ADDRESS: Home: 7909 Avenida Derecho, Bakersfield, CA 93309
Work: 3828 W. Caldwell Avenue, Visalia, CA 93277

Work: 559-302-1108 (Direct)
Cell: 661.333.5042
Email: Mike.Abril@sjvc.edu

<p>Current Position</p>	<ul style="list-style-type: none"> ▪ San Joaquin Valley College, Inc. Vice President for Legal and Regulatory Affairs. 12/12 – Present: Serves as Chief Legal Officer and Corporate Secretary; oversaw Accreditation Department (2014-17); oversees Human Resources Department (2017-present) ▪ Michael S. Abril, A Professional Law Corporation, Owner-Attorney, private law firm focusing on business and real estate transactions, 1/14– Present
<p>Education</p>	<ul style="list-style-type: none"> ▪ University of Southern California – Marshall School of Business <ul style="list-style-type: none"> • MBA (1984 – 1986) ▪ University of Southern California Law School <ul style="list-style-type: none"> • J.D., Law (1982-1986) ▪ University of California, Davis <ul style="list-style-type: none"> • A.B., Economics & Political Science (1978 – 1982) ▪ South High School (1974 – 1978)
<p>Licensure and Admissions</p>	<ul style="list-style-type: none"> ▪ Member, California State Bar (1986 to present) ▪ U.S. District Court, Central District of California, 1986; U.S. District Court, Northern, Southern and Eastern Districts of California and U.S. Court of Appeals, Ninth Circuit, 1987
<p>Teaching Positions</p>	<ul style="list-style-type: none"> ▪ Cal State Bakersfield: Adjunct Faculty –Extended Studies Program (2002 – 2013) ▪ University of Phoenix: Lead Faculty – Business Law (Sept. 2004 – Aug. 2005) ▪ University of La Verne: Adjunct Faculty – Business Law & Ethics (1997 – 2005) ▪ University of Phoenix: Adjunct Faculty – Business Law (1997 – 2004) ▪ California Pacific School of Law: Adjunct Faculty – Real Estate Finance Law, Bankruptcy, Agriculture Law, and Land Use (1997 – 2002) (Dean, 2000)
<p>Affiliations</p>	<ul style="list-style-type: none"> ▪ First Presbyterian Church <ul style="list-style-type: none"> • Treasurer (2012 – Present) • Elder (2006 – 2012) ▪ Young Life of Kern County (TDS Chair, 2017 – Present) ▪ California Association of Private Postsecondary Schools (Board of Directors: 2017-Present) ▪ Career Education Colleges and Universities (2013-Present) ▪ Bakersfield Museum of Art, Board of Directors (2009-2012) ▪ American Bar Association (2013-Present) ▪ California State Bar <ul style="list-style-type: none"> • Real Property Section • Business Law Section ▪ Agribusiness Committee of the State Bar (Co-Chair: 1998 – 1999) ▪ Kern County Bar Association <ul style="list-style-type: none"> • Board of Directors (2000 – 2003) • In House Section (Secretary; 2017-present)

Prior Work History	■ Partner/Of Counsel at Kuhs & Parker	2009-2013
	■ Partner at Borton Petrini, LLP	2001-2009
	■ Associate at Borton Petrini, LLP	1998-2001
	■ Associate at Klein, DeNatale, et al.	1993-1998
	■ Associate at Baker & Hostetler	1991-1992
	■ Partner at Rallis & Abril	1990-1991
	■ Associate at Stroock & Stroock & Lavan	1988-1990
	■ Associate Attorney at Rosen, Wachtell & Gilbert, A.P.C.	1986-1988

Sumer Avila

762 W. Tivoli Lane, Clovis CA 93619 • (559) 303-9919 • sumeravila@yahoo.com

PROFESSIONAL EXPERIENCE

San Joaquin Valley College, Fresno; Vice Provost

November 2017-Present

- Develops and implements plan for accreditation compliance
- Supports strategic accreditation initiatives
- Designs and executes talent strategies and processes: performance management, succession planning, and leadership development
- Supports implementation of leadership and management competencies through consultation and training
- Produces, monitors and analyzes key metrics to measure and assess the effectiveness of faculty and academic leadership acquisition and management

San Joaquin Valley College, Fresno; Regional Campus President

October 2016-Present

- Develops and executes strategic initiatives throughout region to achieve outcomes
- Develops, manages, and leads Deans, Program Directors, and Campus Presidents in region
- Ensures integrity of admissions, academics, and graduate services
- Effectively manages regional profitability margin
- Develops and implements Institutional Aspiring Leaders Academy and Campus President training programs

San Joaquin Valley College, Fresno; Campus Director

December 2012-September 2016

- Develops and executes strategic initiatives to achieve student, employee, and business goals
- Analyzes unit operating practices and record keeping
- Interprets and communicates operating policy to personnel and monitors quality of education and service
- Effectively manages campus profitability margin

San Joaquin Valley College, Director of Instruction

December 2010-2012

- Develop and implement new faculty orientation
- Conduct Dean, Division Manager, and Program Director training
- Collaborate with Academic Deans on recruiting, hiring, and professional development
- Maintain professional development records, updates, schedules, and justification reports
- Analyze retention, attendance, learning, and achievement data
- Institution Diversity Committee Chairperson
- WASC/ACCJC Self Study Chairperson

Central Unified School District, Elementary Administration

August 2006-December 2010

Saroyan Elementary School Principal (ADA 730)

- Implement and coordinate School Site Council including site plan development
- Develop and maintain community partnerships (Farmers Insurance, Blue Dolphin Engineering)
- Hire, train, supervise, and evaluation classified and certificated staff members
- Develop, implement, and monitor annual staff development plan
- Assist with the development of district-wide Professional Learning Communities
- District Committee Chair- Best Practices and Data Analysis
- Human Resources interview panel member, teacher recruitment outreach
- Manage budgets (formula, EIA LEP, EIA SCE, SLIP)

Sumer Avila-page 2

River Bluff Elementary Vice Principal (ADA 772)

- Developed and maintained categorical budgets
- Created school-wide assertive discipline policy including rewards and referrals
- Monitored attendance and coordinated SARB process
- Created annual staff development plan
- Facilitated district Character Education Committee

PROFESSIONAL AFFILIATIONS AND COMMUNITY INVOLVEMENT

- Fresno Chamber of Commerce- member
- Fresno Leading Young Professionals (FLYP)- member
- Association of California School Administrators (ACSA)- member
- National Association of the Education for Young Children (NAEYC)- member
- Valley Women in Educational Management (VWEM)- Executive Director 05-08
- Phi Kappa Phi Honor Society- member
- California Distinguished Schools- visitation team member
- Bonner Center for Character Education- validation team member
- Fresno State University Bulldog Foundation
- American Cancer Society- Fresno Relay for Life Chairperson, Raised \$1 million

EDUCATION AND PROFESSIONAL CERTIFICATION

- EdD, Organizational Development, Brandman University
- Master of Arts, Early Childhood Education, CSU Fresno *with Distinction*
- Bachelor of Science, Psychology, CSU Fresno *Cum Laude*
- Professional Clear Administrative Services Credential
- Professional Clear Multiple Subject Teaching Credential
- CLAD Certification
- Emotional Intelligence (EQ) Trainer Certification

RESEARCH AND PRESENTATIONS

- 2017 Becoming A Strategy Focused Organization, Yuba Community College
- 2016 Doctoral Dissertation Research and Oral Defense Presentation
- 2015 Society for College and University Planning, Annual Conference Concurrent Session
- 2014 Build your Strategic Journey, Brandman University Poster Session
- 2014 Transform Your Schools, Brandman University EdD TCP presentation
- 2006 Master's Thesis Research and Oral Defense Presentation
- 2003 Poster Presentation- Peer Mediation Project, CSBA Annual Meeting
- 2000-2002 Graduate Research Assistant to Dr. Pamela Lane-Garon, CSU Fresno

AWARDS

- 2016 40 Under 40 Award, Fresno County
- 2010 California Distinguished School Award
- 2006 Bonner Center for Civic and Character Education Virtues and Character Award
- 2005 National Schools of Character Promising Practices Award
- 2004 Central Unified School District Exemplary Site Award
- 2003 California School Board Association Golden Bell Award
- 2003 Phi Kappa Phi Honor Society Academic Scholarship

CAROLE MARIE BROWN

142 East Dorothea Ct., Visalia CA 93277 | 559.799.0233 | cbrown713@comcast.net | carole.brown@sjvc.edu

EDUCATION

Chapman College (Brandman), Visalia CA

Administrative Credential

Pending final course

California State University, Fresno CA

Master of Education

Pupil-Personnel Credential

California State University, Chico CA

BA/Liberal Studies

Multiple Subject Credential

California State University, San Diego CA

Undergraduate work

QUALIFICATIONS

- Academic leadership: public and private, K-12 and higher education
 - Administrative oversight in traditional, online, and alternative educational settings
 - Analysis of student learning and achievement data towards improvement in teaching and learning
 - Oversight of institutional/educational regulations to maintain compliance with a variety of regulatory agencies
 - Creation and delivery of professional development for academic constituencies
 - Budgetary and human resource management to support teaching, learning and achievement outcomes
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PROFESSIONAL EXPERIENCE

Vice President of Academic Affairs, San Joaquin Valley College

2010-Present

- Member of Senior Management Team serving 14 campuses, 27 programs, 1,000 employees, and student census of 5,000
- Direct the work of a variety of Academic Affairs staff, including Directors of Curriculum/Assessment, Instruction, Accreditation, Student Services, Compliance, Institutional Relations-Accreditation Liaison Officer (ALO), and the Academic Applications Administrator
- Train and provide professional development opportunities to campus leadership, including Campus Presidents, Deans, Division Managers, and Program Directors
- Lead role in development and facilitation of WASC Senior Accreditation process
- Oversight of WASC ALO, site visits, follow-up, and Substantive Change Report preparation, resulting in approvals
- Facilitated policy, procedure, and curricular revisions necessitated by Integrity and Gainful Employment legislation
- Contributed to institutional data room
- Oversight of Program Review process, resulting in program improvements and regulatory compliance

Director of Instruction, San Joaquin Valley College**2006-2010**

- Provided professional development for all academic constituency groups, including Deans, Division Managers, Program Directors, Registrars, and Faculty based on current regulations and educational research
- Developed and facilitated New Faculty Orientation-Training for 700+ new faculty and staff
- Determined/developed faculty qualifications and ongoing professional development plan
- Facilitated development of various student/learning outcome achievement reports and dashboards and monitored same
- Worked with Director of Assessment on SLO performance-based mapped assessments
- Facilitated Retention Research project
- Implemented Institutional Retention Plan and documented Campus Improvement Plans
- Developed faculty scheduling report and conducted regular audits
- Revised numerous policies and procedures for compliance and student services
- Worked with Director of HR and institutional legal teams to address student and staff grievances/requests
- Conducted Standard Committee work, participated in regular WASC and academic conferences, and assisted with WASC reports
- Worked with Director of Institutional Relations to revise publications such as the Catalog and faculty, student, and programmatic handbooks
- Served on Diversity Committee

Campus Director, San Joaquin Valley College Visalia and Hanford Campuses**2004-2006**

- Managed the primary campus in Visalia and its satellite locale in Hanford, with a combined student census of 1,150, a faculty of 150, and 23 educational programs
- Responsible for budget, human resources, facilities, enrollment/student services, compliance, and a management team comprised of Academic and Student Services Deans, Registrar, Library and Learning Resource Coordinator, and Facility Manager
- Facilitated compliance with various accrediting bodies, including COMDA, Co-ARC, ARC-PA, BVPT, STC, and POST, as well as WASC-ACCJC with an excellent compliance record
- Chaired the campus and corporate office Diversity Committee

Director of Curriculum & Instruction, San Joaquin Valley College/San Joaquin Training Institute**2001-2004**

- Directed curriculum and instruction across eight SJVC campuses and one San Joaquin Training Institute locale
- Lead the development and implementation of multiple programs: Physician Assistant, Registered Nursing, Respiratory Therapy, Surgery Technology, Clinical/Administrative Medical Assistant, Medical Office Administration, Business Administration, including curriculum, facilities/supplies, faculty and staff hiring/training, accreditation/regulatory compliance, and participation in required accreditation reports/studies and site visits
- Developed the 13-week Industrial Maintenance program into a certificate with degree option program; developed a Degree Completion program option for certificate students in Health, Business, and Technical studies
- Developed/facilitated multiple trainings and professional development opportunities for all Deans, faculty, and new hires and instituted an Annual Faculty Training Calendar
- Developed Faculty Evaluation Plan with Deans
- Initiated the Term One Project for student retention improvement, including training for Deans, Program Directors, and faculty; implemented the Term One Retention Award
- Conducted Program Reviews to assure consistency and currency of curriculum
- Participated in development and implementation of best practices and guiding principles for new student orientation, leading to campus presentations, observations, and evaluations
- As a member of Diversity Committee 2001-2004, developed and facilitated diversity trainings at the corporate office and on all campuses
- Organized the NIIT custom publication project for GE texts at a potential cost savings to the College
- Organized and completed training for Corrections faculty sponsored by STC and POST PC832
- Participated in the Student Connection Mentor Program, mentoring 6 students

- Site Administrator/Lead Counselor, Tulare Co. Office of Education – Oak Street School** **1996-2001**
- Managed daily operations for multiple school sites of 60-150 at-risk students, including maintaining budgets
 - Developed curriculum
 - Coordinated STAR testing
 - Monitored student discipline
 - Maintained student records
 - Scheduled and evaluated faculty and staff
 - Facilitated staff evaluations

- Counselor, Visalia Unified - Mt. Whitney HS/Tulare Co. Cooperative Sophomore Core Project** **1992-1995**
- Coordinated core teachers for academic success
 - Conducted weekly meetings with staff/students
 - Targeted at-risk youth for retention program
 - Organized educational field trips to San Francisco, Monterey, and local areas of interest
 - Developed employment-oriented summer school program
 - Coordinated job placement programs

- Site Administrator/Lead Counselor, Tulare Co. Office of Education – Oak Street School** **1986-1992**
- Developed and implemented high school curriculum for at-risk youth in English, math, health science, and geography
 - Developed work programs with JTPA, WIA funds and received the largest grant in Tulare County
 - Developed scheduling matrix
 - Evaluated transcripts
 - Attended alternative educational meetings
 - Served as school district-to-county liaison

COMMITTEES

- San Joaquin Valley College WASC Site Visit Committee Chair
- Chamber of Commerce – Business of the Year
- Participant in the COS-EOPS Advisory Committee
- Teen Conference Advisory Committee
- Family Life Advisory Committee
- Academic Olympics
- TAPNET
- CCA Task Force

AWARDS AND COMMENDATIONS

- President's Award – TAPP Program
 - Governor's Award – TAPP Program
 - Student Success Award
 - Graduate Placement Award
 - Community Recognition Awards
 - Numerous Circle of Excellence in Admissions and Career Services Awards
 - WASC Site Visit Team recognition in report of performance in Academic Affairs
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PROFESSIONAL ORGANIZATIONS

- Advisory Board member, College of the Sequoias Extended Opportunity Programs and Services (EOPS)
 - Functioned as the Library and Learning Resources Advisory Board Chair
 - Served as Secretary to San Joaquin Valley College Board of Governors
 - Member, American Counselors Association
 - Served in the California Alliance for School Age Parents
 - Involved with the Visalia Jaycees and Chamber of Commerce
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PROFESSIONAL DEVELOPMENT

- Attended CCA conference
 - Involved with the Noel Levitz Conference on Student Retention
 - Participated in the Master Work Flow by The David Allen Company
 - Attended Organizational Development by Fred Pryor
 - Involved with the California Assessment Institute
 - Attended Faculty Evaluation sponsored by CEDA
 - Participated in Assessment and Learning by The California Assessment Institute
 - Attended WASC annual conferences and meetings
 - Attended EPI conferences
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PROFESSIONAL DEVELOPMENT WORKSHOPS ATTENDED

- WASC-ARC Conference: The Art and Science of Teaching
 - Classroom Management for the Adult Learner
 - The Adult Learner: Pedagogy vs. Andragogy
 - Learning and Teaching Strategies
 - Brain-Based Learning (based on Marzano)
 - Elements of Lesson Planning
 - New Faculty Training
 - Term One Training for faculty
 - Effective Instruction (based on Marzano)
 - Effective Supervision, Coaching, and Terminations
 - Evaluation for Improvement
 - Establishing Rapport While Retaining Control
 - CLASS and PowerPoint Training for faculty
 - Dean, Program Director, Division Manager, and Registrar Training in the CampusVue database system
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COMMUNITY ACTIVITIES

- Junior High Youth Group – Methodist Church Advisor
- American Red Cross Swim Instructor
- Certified Foster Parent

NICK GOMEZ

6107 W Babcock Ct. ♦ Visalia, California 93291 ♦ Phone 661.304.9829 ♦ email: Intwine@aol.com

SUMMARY OF QUALIFICATIONS

Experienced and successful leader possessing excellent communication skills with a honed ability and passion for strategy development; Resourceful management professional with more than seventeen years' experience and proven aptitude in directing and enabling diverse teams toward outcome achievement; Adept at working within culturally diverse environments.

PROFESSIONAL EXPERIENCE

SAN JOAQUIN VALLEY COLLEGE – *Visalia, California*

February 2005 – Present

COO

Develop and implement institutional and operational strategies to ensure the successful operations of the College across a 15-campus system, in conjunction with the Board and Senior Management team.

- Guide development and collaborative achievement of goals aligned with strategic plans
- Provide support, training and direction across the College on institutional and operational strategies
- Develop campus budgets and margin targets in conjunction with CFO
- Educate, support and ensure accountability with campus leaders on achievement of objectives and targets

Assistant Vice President

Ensure College-wide performance through effective monitoring and support of 11 campuses, while providing guidance and contribution to the creation of a strategic framework that positions the College for continued success on a defined time horizon.

- Developed and implemented a holistic capture of KPIs within a unifying framework, used for monitoring and guiding operations at 11 campuses
- Provide point-of-contact Campus Director support and maintain scheduled on-site campus visits in dynamic rotation with VP of Administration
- Developed and implemented a comprehensive Campus Director training program
- Guide and co-develop institutional strategic planning
 - Design and creation of Institutional vision, strategy map, balanced scorecard, and initiative portfolio in conjunction with the Senior Management team
 - Source and secure strategy management software platform
 - Source and secure strategic Human Resource software platform
 - Provide on-going strategy education and guidance for a group of 27 Directors
 - Provide direct on-campus support with strategy cascade

Campus Director

Lead the successful operations of this fully integrated campus. Responsible for driving effective growth across 13 educational programs, identifying market need and implementing new programs through a team of 12 managers overseeing an employee base of 120+.

- Drove 15.25% increase in revenue within the first fiscal year
- Coordinated with Academic and Student Services division towards realizing a 4%+ aggregate increase in retention while driving a population increase of 91%+
- Implemented three new programs in the first 18 months
- Guided management team through the effective creation and implementation of a comprehensive strategy map and scorecard program consistent with the Kaplan & Norton framework
- Infused the driving premise of execution into the management team

TEK COMPONENTS, LLC – *Rancho Cucamonga, California*

September 2002 – February 2005

General Manager

Conducted business planning towards establishing US Operations for overseas design and manufacturing company, focused on the automotive, electronic, and telecommunications industries. Forecasted operational budgets and marketing goals; built company presence and client relationships towards increasing company market share.

- Initiated relationships in the tightly consolidated auto industry with the likes of Prestolite Wire Co., Panasonic, Delphi Automotive, and Intier Automotive
- Expanded the company's exposure through demonstration at industry trade shows
- Provided off and on-site presentations to executive groups, demonstrating manufacturing capability and supply-chain support mechanisms
- Designed and implemented marketing plan

NICK GOMEZ

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WESTERN PACIFIC TELECOM – *Carson, California*

October 2000 – August 2002

General Sales Manager

Managed marketing programs, international representatives, and regional managers for this designer and manufacturer of outside plant (OSP) products for the telecommunications industry. Identified prospects, qualified competitive positions and reviewed product specifications and compliance requirements. Forecasted and facilitated achievement of yearly sales goals, prepare cost analyses and submit competitive quotations based on product requirements.

- Secured business and developed prospects in previously untapped markets of Korea, Pakistan, Nigeria and Yemen towards expanding international footprint
- Strengthened relationships with key suppliers increasing product depth and market penetration in target areas
- Initiated marketing campaign, increasing brand awareness and attaining higher market share
- Charged with development and marketing of two new products, leading company penetration into the fiber optic market; reducing reliance upon outside consultants
- Identified need for fiber closure systems: defined customer needs, product configuration, and cross-over potential in addition to coordinating product design, production, marketing and domestic distribution

EDUCATION

FIELDING GRADUATE UNIVERSITY – *Santa Barbara, California*

May 2020

PhD (in-progress)

(Expected)

Human and Organizational Systems

PEPPERDINE UNIVERSITY – *Malibu, California*

December 2006

Masters of Business Administration

Leadership and Managing Organizational Change

UNIVERSITY OF ANTWERP – *Belgium*

April 2005

Certificate

Emerging Business Opportunities in the EU

UNIVERSITY OF PHOENIX – *Ontario, California*

March 2004

Bachelor of Science, Business Management

Academic Honors

COMMUNITY & PROFESSIONAL

GETTING THINGS DONE (GTD), Certified Trainer – *San Diego, California*

October 2017

David Allen & Co. and VitalSmarts

Agile Performance Management Certification – *San Francisco, California*

January 2016

Human Capital Institute (HCI)

BALANCED SCORECARD CERTIFICATION BOOT CAMP – *San Diego, California*

FEBRUARY 2010

Kaplan and Norton, the Palladium Group

LEADERSHIP BAKERSFIELD PROGRAM – *Bakersfield, California*

JUNE 2009

Bakersfield Chamber of Commerce

BALANCED SCORECARD/STRATEGY MAP MASTER CLASS – *Orlando, Florida*

APRIL 2009

Kaplan and Norton, the Palladium Group

REFERENCES AVAILABLE UPON REQUEST

JOSEPH HOLT

Chief Administrative Officer, San Joaquin Valley College
3828 W. Caldwell Ave. | Visalia, CA 93277 | 559.734.9000 | josephh@sjvc.edu

EDUCATION

- M.A. in Leadership and Organizational Studies | Fresno Pacific University | May 2007
- B.A. in Communications with minor in Business Administration | C.S.U. Bakersfield | June 1997

EMPLOYMENT HISTORY

Chief Administrative Officer January 2014 — Present
San Joaquin Valley College | Visalia, CA

- Provide administrative leadership for Senior Management team and Executive Council
- Lead institutional operations in communications, admissions, graduate services, and growth and development
- Ensure meaningful compliance with all regulatory standards, accreditation and approvals

Vice President of Enrollment Services May 2010 — January 2014

- Serve institution as member of Senior Management Team and Executive Council
- Develop policy and procedures related to recruiting and selecting students
- Direct budget process for marketing and admissions expenses and projected new student enrollment

Director of Marketing and Admissions January 2003 — May 2010

- Direct marketing and admissions department staff, function and initiatives
- Develop marketing communication plans to promote college programs and services
- Train and equip admissions management and staff to serve students in the college selection and enrollment process

Director of Marketing January 2001 — January 2003

- Develop media creative and manage production of marketing communication materials
- Build and implement media plans to communicate with prospective students and encourage contact
- Conduct target market research to inform student recruitment and enrollment services efforts

Senior Account Manager June 1997 — January 2001

Saba Agency | Bakersfield, CA

- Strategic planning to achieve client marketing communication objectives
- Project management for creative development, production, and media planning
- Provide consulting services for public relations, marketing communication and strategic planning

PROFESSIONAL ASSOCIATIONS

- CA Bureau for Private and Postsecondary Education: Institutional Representative on Advisory Committee
- Career Education Colleges and Universities: Member of Federal Regulatory Committee

Russell E. Lebo, MBA, CMA
russsl@sjvc.edu
(559) 302-1115

EXPERIENCE

Chief Financial Officer, June 1995 to Present

San Joaquin Valley College

With its Corporate office in Visalia, California, this private junior college is an S-Corporation with thirteen on-ground campuses located throughout California and an Online campus.

Additional financial responsibilities associated with a Partnership and three LLC's.

- Report to Owners
- Member of Senior Management and Executive Council
- Trustee for SJVC 401(k)/Profit Sharing Plan
- Oversee and responsible for (staff):
 - Accounting (10) – general accounting, payroll, finance, and financial planning (budgets)
 - Information Systems (7) – help desk, institutional reporting, Office 365, network security (back-ups, antivirus), database administration, and administrator of learning management and student record systems.
 - Network Operations (8) – Internet and Communication infrastructure, security (firewalls, co-location), campus computer resource approval and allocation.
 - Purchasing (3) – centralized purchasing and distribution of textbooks, supplies, equipment, and furniture.
 - Facilities (4) – repairs and maintenance of existing locations as well as the development of new campuses, program migrations, and program additions at existing campuses.
 - Benefits Administration – health insurance and 401(k)/profit sharing.
 - Risk Management – liability insurances, workers' compensation and safety.
- ACCJC/WASC accreditation site team member
 - Yuba Community College District
 - Santa Barbara City College
 - The Salvation Army College for Officer Training at Crestmont
 - Queen of the Holy Rosary College
 - Brooks College

Adjunct Faculty

University of Phoenix – Online, November 2001 to March 2006

Accounting for Managerial Decision Makers, Bachelor and Master level

College of the Sequoias, Visalia, California, August 1995 to May 2001

Principles of Accounting 1 and 2

Controller, September 1994 to June 1995

Food 4 Less, Food King, Best Buy, and Nickel Payless Stores of Tulare, Kings, and Fresno County.

With its headquarters in Visalia, California, this group of S-Corporations, Partnerships, Sole Proprietorships, and a CO-OP, consist of ten grocery stores, two distribution facilities, and a trucking company.

- Report to Owners, Executive Committee, and Board of Directors
- Oversee and responsible for (staff):
 - Accounting (9)
 - Insurance Administration
 - Information System
 - Pension Administration

Accounting Supervisor, September 1991 to September 1994

Zacky Farms / Poppy Foods Division, Dinuba, California

- Senior Accountant responsible for financial reporting and product costing for the Further Processing Division of Zacky Farms
- Manage staff of four
- Frequent verbal and written communication with Owners, Executive Committee, Regional Controller, Complex Manager, Sales and Marketing Manager, Plant Manager.
- Responsible for financial statements, budgeting, financial and product information, product costing and pricing strategy, variance reports, and capital projects.

Senior Financial / Cost Analyst, September 1986 to September 1991.

Hyundai Motor America, Fountain Valley, California.

- Prepared monthly presentation and management reports for Executive Committee
- Frequent verbal and written communication with departments concerning operating results, budgets, variances, and purchase requests
- Cash management
- Maintained standard cost files and reconciled variances
- Supervised, reconciled, and prepare management and audit reports for physical inventories
- Assisted in preparation of financial statements and department programs for yearly budget, including conducting department seminars

CERTIFICATIONS / EDUCATION

Certified Management Accountant (CMA) - Institute of Management Accountants

Balanced Scorecard Certified - Palladium Group / Kaplan-Norton

Certified Getting Things Done (GTD) trainer - VitalSmarts

MBA - University of Redlands, Redlands, California

BS - Business Administration, Accounting emphasis, California State University, Stanislaus, Turlock, California

AA - Business Administration, El Camino Junior College, Torrance, California

COMPUTER SKILLS

Microsoft Windows & Office 365 products including Power Pivot and PowerBi, Mac OS, MAS/Acumatica accounting software, Evolution - payroll, Campus Nexus - school administration, Teamwork - project management.

COMMUNITY ORGANIZATIONS

Member, Visalia Breakfast Rotary, 2000-2014

Board Member, Family Services of Tulare County, 2012 - 2015

MARK ANTHONY PERRY
3033 SOUTH BRIDGE STREET
VISALIA, CA 93277

Married: 3 children
Businessman for 37 years
Visalia Resident for 30 years

EMPLOYMENT HISTORY

San Joaquin Valley College, Inc.

7/77	4/79	Janitorial / Maintenance, Visalia
4/82	1/84	Admissions, Bakersfield
1/84	9/85	Sales/Advertising Director, Bakersfield
9/85	10/86	Dean of Students / Assistant Director / Vice President, Bakersfield
10/86	4/89	Co-Director Bakersfield Campus / Vice President
4/89	10/94	Vice President Marketing & Finance, Corporate
10/94	8/2015	President and 50% Owner
8/2016	to Present	Chairman Board of Directors United Merchandising Corporation Bakersfield, California
4/79	4/82	Retail Store Manager

EDUCATION

Bakersfield College / Bakersfield, California

College of the Sequoias / Visalia, California
Associate of Science Degree

Woodlake High School / Woodlake, California
Diploma

TECHNICAL SKILLS / TRAINING

Management Development Institute (NATTS)

Dale Carnegie Course – Effective Speaking / Human Relations

California State University of Fresno – “Job of the Controller”

San Diego State University – How to Evaluate Effective Advertising

Wharton School of the University of Pennsylvania

Next generation of family members in family held business

**Mark Anthony Perry, President
San Joaquin Valley College**

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Personal / Professional / Community

San Joaquin Valley College	Board of Governor's	1993 to prsnt
California Association of Private Post Secondary Schools	Board Member 6 years Past President	1990-1996 1995-1996
Skills 2000 Captain of the Year		1990-1991
National Career Training Foundation	Board Member 8 years	1992 - 2000
National Association of Health Care Schools	Board Member 8 years	1988-1996
Kaweah Delta Hospital Foundation	Board Member 2 years Chair Donations Request Committee	1996 to prsnt
Visalia Breakfast Rotary	Board Member 4 years Rotary Member	1992 to prsnt
Boy Scouts of America	Cub Master, Pack 317 Asst. Scout Master, Troop 317	1994 - 2003
Pro-Youth Visalia	Board Member	1998 - 2002
Visalia United Methodist Church	Finance Committee	1998 - 2004
Visalia Chamber of Commerce	School-to-Career Planning Grp	1998 - 2000
National Association of Trade & Technical Schools		
Key Member		1984 - 1995
Key Member Council Committee		1989 – 1990
Governmental Relations Committee		1989 – 1990
Visalia Economic Development Council		1998 - 2008
Education & Training Committee		1998 to prsnt
Recipient of the Visalia Chamber of Commerce, Large Business of the Year Award		2008

Michael D. Perry
3828 W. Caldwell Ave.
Visalia, CA 93277

PROFESSIONAL DEVELOPMENT

Wharton School – Family Business Management 1990
NATTS Executive Management Workshop, 1985 and 1989
NATTS Management Development Institute, 1988
NATTS Accreditation Team Leader Training, 1989
IBM System 36 Operations, 1986
OFSA Student Financial Aid Training Program, 1982
OFSA Summer Institutes Financial Aid and Fiscal Admin., 1982
Board of Directors, Visalia Chamber of Commerce, 1997-2006
Chairman Board of Directors, Visalia Chamber of Commerce, 2005
Rotary Club Member, 1985

Numerous other NATTS, ABHES, CAPPs sponsored workshops to include:
F/A, Student Recruitment/Marketing Seminars: Admissions Management: Legislative/
NATTS Key Member: Budgeting and School Accounting Workshops Training
Programs, as well as Employee Relations/Labor Laws: Personnel Management: Time
Management and Controller/Business Accounting Training Programs held locally.

CAREER COLLEGE WORK HISTORY

Employed with SJVC for over 35 years in various positions ranging from Admissions
Advisor to Campus Director.

Assumed role of Chief Executive Officer in 1994 and President/CEO in 2016.

PUBLIC SERVICE

Appointed in 1993 to serve on SJVC's governing board as a representative of SJVC's
Board of Directors.

Served as a Board Member and Chairman of the California Association of Private Post-
Secondary Schools (CAPPs)

Served as Board of Directors for the Visalia Chamber of Commerce

Awarded Man of the Year by the Visalia Junior Chamber of Commerce for notable public
service contributions.

Inducted into the CAPPs 2010 S.T.A.R. Hall of Fame.

Kevin Robinson

SUMMARY OF QUALIFICATIONS

Extensive and current knowledge of applicable federal and state regulations and policies, including but not limited to Title IV regulations, Federal Register and other applicable laws, governing financial aid programs being administered. Plan, organize, develop, implement direct and coordinate the Financial Aid programs of the college.

PROFESSIONAL EXPERIENCE

San Joaquin Valley College

1981 to Present

Vice President of Student Financial Services

Responsible for all student financial services operations including oversight of the following areas:

- Federal Title IV eligibility and administration
- Ensure compliance with regulations, and company policies and procedures
- Establishment and maintenance of policies, procedures, and training to ensure sound internal control structure
- Maintain effective relations with the U.S. Department of Education
- Ensuring adequate and timely corrective action is addressed and implemented for all audits and program reviews
- State financial aid eligibility and administration
- Manage a third party loan management servicer to ensure Federal student loan defaults are minimized
- Private financing options and relationships
- Staff hiring, development, and progression planning

Other positions held at San Joaquin Valley College:

Admissions Representative: 1981-82
Financial Aid Officer
Director of Financial Aid
Executive Director of Financial Aid

Household Finance

1976-1980

Branch Manager

- Responsible for lending and collections of the branch office.

EDUCATION

Secondary Teacher Credentialing Program: California State University, Fresno

B.A. Biology: California State University, Fresno

A.A. Liberal Arts: College of the Sequoias

**Central Administrative
Office Directors
Resumes**

Annette Austerman

Accomplishments

- Resource List Management
- Program Review and Learning Outcome Workshops
- Compliance: BPPE/ACCJC: WASC/DOE/Programmatic Accrediting Bodies
- Professional Development
- Learning Outcome Data Collection

Professional Experience

Corporate Director of Curriculum and Assessment–SJVC, Visalia, CA • 2015 – Present

- Provide leadership in designing, implementing and sustaining an institution-wide assessment process directed toward the continuous improvement of student learning outcome mastery
- Evaluate data to identify institutional strengths and weaknesses; celebrate successes and cultivate initiatives needed for improvement that align with our strategic master plan
- Develop and maintain robust, standardized curriculum that aligns with internal and external standards to promote student success
- Supervise curriculum department team members, conduct evaluations, facilitate interviewing, hiring and training of employees

Corporate Director of Instruction–SJVC, Visalia, CA • 2012 – 2015

- Facilitate academic conferences and new faculty orientation to maximize leadership skills
- Review institutional reports to identify institutional strengths and weaknesses; celebrate successes and cultivate initiatives needed for improvement
- Develop Classroom Strategies and Behaviors, Instructional Preparedness, Instructional Reflection, Collegiality and Professionalism

Division Manager–SJVC, Visalia, CA • 2010 – 2012

- Faculty scheduling, professional development, reduce textbook costs, lab supply inventory, equipment purchasing, budgeting and design for Student Lounge remodel, PD remediation
- Supervise thirty-five faculty members and one Program Director

Student Advisor/Instructor/Division Manager–SJVC-Online, Visalia, CA • 2007 – 2010

- Student Advisor: Connect with students to promote personal and academic success
- Instructor: Ascertain student understanding of objectives; promote career readiness
- Division Manager: Supervised 64 instructors for the Medical Office Assistant and Clinical Medical Assistant programs; curriculum development; manage immunizations/certifications; LMS transition from eCollege to Angel

Medical Assisting/Healthcare Admin Instructor–SJVC, Visalia, CA • 2003 – 2007

- Utilized a versatile background to provide teaching opportunities in both medical programs- including non-medical subjects such as Microsoft Word/Excel/PowerPoint
- Inventory, Daily Skills Lab, AMT Club Advisor, Core Instructor
- National Instructor of the Year Nominee

Education

B.A. Organizational Leadership–Brandman University, Irvine, CA • 2016

A.S. Medical Assisting–San Joaquin Valley College, Visalia, CA • 2001

Ashley Windsor Carter

2839 Cape Canyon Ave., Tulare, CA 93274 ♦ C: 559-303-6549 ♦ awcarte2@gmail.com

Professional Summary

Results-focused professional, offering 9 years of training, educational management, and leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate skills that are critical to financial and operational success.

Skills

- Training of diverse teams
- Curriculum Development
- Online education management
- Competency-based program development
- Results-oriented strategy development
- Team-building and influence strategies
- Innovative problem solving
- Project planning/development/management
- Staff evaluation and coaching for performance improvement
- Quantitative and Qualitative Analysis resulting in focused action

Education

- **Brandman University**
Master of Arts in Education,
Educational Leadership
2013-2016, 4.0 GPA
- **Pepperdine University**
Bachelor of Arts,
History
2001-2005, 3.81 GPA

Work History

San Joaquin Valley College

- **Corporate Office** **Visalia, CA (2014-Present)**
 - ***Corporate Director of Instruction and Academic Training***
 - Assisted campuses with SMART goal development and operational strategies to improve academic and retention outcomes.
 - Developed and executed large and small scale professional development on a variety of topics including leadership, influence, data analysis, staff development and on-boarding, outcome-based instruction, resource allocation, and effective instruction.
 - Implemented Instructional Coach role with the purpose of improving curriculum development, instruction, and instructor/student connection.
 - Observed faculty performance and provided one-on-one coaching on curriculum development, outcome-based education, demographic insights, and effective instruction.
 - Designed and implemented a digital observation process including reporting elements designed to qualitatively measure effective instruction.
 - Assisted with the development of an Academic Dashboard designed to communicate key performance outcomes to academic leadership; trained leaders in data analysis.
- **Online Division** **Visalia, CA (2013-2014)**
 - ***Director of Online Education***
 - Implemented student success strategies resulting in YOY first module success increases of 4% and 8%, and a 4% YOY increase in graduation rate.
 - Developed strategic initiatives aimed at improving enrollment, and placement rates.
 - Supervised 42 faculty and staff members at multiple locations, including remote.
 - Assured compliance with all institutional policies and procedures, as well as federal, state, and regional accreditation mandates.
 - Communicated distance education practices to accrediting bodies (WASC/ACCJC) during accreditation site visit.

- **Online Division** **Visalia, CA (2012-2013)**
- ***Dean of Online Education***
 - Developed course design/instructional strategies resulting in an 81% course completion rate for online courses.
 - Analyzed pass rates, retention, and learning outcome mastery to ensure student success.
 - Communicated distance education practices to accrediting bodies (WASC/ACCJC) resulting in a commendation for student services by the ACCJC site visitors.
 - Honed staff activity focus in an effort to achieve student success improvement outcomes.
 - Oversaw creation of New Student Orientation, targeted at improving student on-boarding.
 - Provided academic counseling and monitored student satisfactory academic progress.
 - Collaborated with enrollment services director in an effort to improve candidate selection.

Corporate Office **Visalia, CA (2010-2012)**

- ***Student Center Support Manager***
 - Implemented a competency based remedial education program resulting in a 40% institutional improvement in developmental curriculum completion.
 - Redesigned developmental curriculum resulting in improved student outcomes.
 - Created reporting tools that assisted in accountability and identification of achievement.
 - Instructed staff/faculty in demographic specific communication best practices.

• **Hanford Campus** **Hanford, CA (2009-2010)**

- ***Student Center Coordinator***
 - Developed a competency based remedial education program resulting in a 50% campus improvement in remedial curriculum completion.
 - Tutored and provided resources for students in an effort to increase retention, graduation, and placement rates.

• **Hanford Campus** **Hanford, CA (2009-2010)**

- ***Business Administration Instructor***
 - Educated students of varying socio-economic backgrounds in a business disciplines including: Marketing, Human Resource Management, Professional Development, and Business Mathematics.

Prestige Assisted Living

• **Visalia Location** **Visalia, CA (2010-2012)**

- ***Community Relations Director***
 - Drove sales and marketing strategies in an effort to grow community census.
 - Built company reputation within the community through events, activities, and networking.
 - Developed creative marketing strategies and effectively communicated strategies to staff.

Tulare County Health and Human Services Agency

• **Training Department** **Visalia, CA (2008-2009)**

- ***Training Officer I***
 - Created and conducted the Health and Human Services' mandatory diversity training in an effort to increase cultural understanding and tolerance.
 - Aided participants in job skills development by providing employment resources including resume writing, employment seeking, and application procedures.

Pat Fox, Ph.D.

13908 339th Ave SE, Sultan, WA 98294
360.793.8894
docfoxwood@gmail.com

Professional Profile

Eager to support learning institutions with a broad range of experience. Able to synergize multiple approaches to education and educational environments through a deep understanding of individual differences and group processes.

- Over 16 years of experience in online learning from the perspective of student, instructor, administrator and director.
- Strong alignment with student-centered learning approaches.
- Proven leader and valued colleague.
- Track record of creating and supporting systems that result in high levels of retention and student success in diverse populations.
- Talented trainer and collaborator with both faculty and staff.
- Agile thinker and excellent communicator.
- Creative, compassionate problem solver.

Employment

Director of eLearning Curriculum & Instruction
San Joaquin Valley College, Visalia, CA

Aug 14 – Current

- Online learning re-organization.
- Develop and implement online learning systems and approaches in an asynchronous environment that included:
 - Creating a standard course structure
 - Creating standard for faculty expectations
 - Creating a data-driven coherent system of faculty observations and yearly appraisals
- Create processes and materials to hire and train faculty in Business, Information Technology, Medical Billing and Coding, and others.
- Oversee instruction, development and revision of courses.
- Evaluate student success factors, and design improvements for learning and success
- Create system support tools to promote success in online learning for campus-based as well as online personnel, including:
 - Online Handbook
 - Online Orientations for new and continuing students new to online
 - At-risk reporting tools that include student trends, grades, predictors, mail merge tools for grades possible
- Key achievements:
 - 88 New courses developed
 - Three new programs deployed
 - Two program revisions deployed
 - 42 Instructors hired and trained
 - Achieve 96% Average rating on Faculty Observations

Full time Gen Ed Faculty, Heald College Online

Heald College, Sacramento, CA

Aug 13 – Aug14

- Teach full load of SUCCESS courses online, a course designed to assist students in the transition to college life.
- Collaborate with team to refine online processes and systems.
- Participate in retention efforts.

Director of Academic Affairs, Heald College Online

Heald College, Sacramento, CA

Aug 12 – Aug 13

- Represent online modality in successful WASC applications for Bachelors of Business Administration and Software Technologies AAS programs.
- Oversee online activities in curriculum and instruction.
- Manage staff of Program Directors, Registrars, Curriculum Manager, and eCompanion Registration Specialist.
- Coordinate with Central Administrative Office team of Curriculum Managers to implement 4-Unit standardization process.
- Collaborate on strategic planning initiatives to further the vision and efficacy of the institution.
- Participate in Program Review to gather lessons learned from student assessment activities.
- Collaborate on budget activities.

Manager Online Academic Affairs

Heald College, San Francisco, CA

Sept 08 – Aug 12

- Online learning start-up.
- Develop and implement online learning systems and approaches in an asynchronous environment.
- Design a course mapping system for the course development process to document how learning objectives are met.
- Create processes and materials to hire, train, and evaluate faculty in Business, Criminal Justice, Paralegal, and Allied Health programs.
- Oversee development and revision of courses.
- Evaluate student success factors, and create support systems for reporting and supporting student learning.
- Represent online modality for successful WASC Junior to Senior transition.
- Represent online operations during People-Soft to CampusVue conversion to ensure operational viability.
- Create system support tools to promote success in online learning for campus-based students and personnel, including:
 - Online Coordinator Handbook
 - Online Orientation
 - Online Orientation Facilitation Course
 - At-risk reporting tools that include student trends, grades, predictors, mail merge tools for grades possible
- Design processes to support eCompanion use of eCollege for campus-based instructors, including enrollment procedures, training modules, and standards. Participation grew to 4000+ student registrations per term.
- Key achievements:
 - Outstanding ratings on independent Employee Survey administered by Hay Group, averaging 88% favorable ratings on 63 line items. Ratings averaged 16 points higher than Heald overall ratings, 22 points higher than Corinthian Colleges (parent company) ratings and national norms.
 - 90 Courses developed
 - 83 Instructors hired and trained

- Achieved 5500+ enrollments per term, 260+ course sections
- Achieved 85% success rate for both retention and for passing

Division Chair, Online Learning

Delta Career Education Corporation, Irvine, CA

Sept 06 – Sept 07

- Online learning start-up.
- Develop and implement procedures and protocols associated with initiating an online learning program at a multi-campus institution.
- Develop and facilitate all aspects of training including faculty, course developers, student orientation, and Campus Online Learning Specialists.
- Hire, train, and evaluate faculty for several disciplines.
- Oversee all instructional components including hiring, training, evaluating faculty; course development; scheduling and evaluating courses; processing student enrollments; researching and reporting student outcomes.
- Key achievements:
 - 48 Courses developed
 - Hired and trained 35 online instructors
 - Trained 20 current (ground) instructors to transition to online teaching
 - Accommodated enrollment of over 800 students

Lead Online Faculty Specialist (Mentor)

Corinthian Colleges, Inc. Santa Ana, CA

Aug 05 – Sept 06

- Provide training in processes and protocols to new Faculty Specialists.
- Act as expert online learning platform resource.
- Manage workloads, design and refine departmental interactions.
- Assist other Faculty Specialists with meeting departmental goals associated with the quarterly 18,000 registered enrollments in 1000 sections of over 200 courses with over 300 instructors.
- Conduct new instructor training sessions, and Faculty In-Service training courses.

Online Faculty Specialist (Mentor)

Corinthian Colleges, Inc. Santa Ana, CA

Jan 03 – Sept 06

- Recruit and train faculty, staff classes, evaluate faculty performance.
- Assist faculty in a variety of instructional challenges.
- Oversee course development and revisions.
- Supervise faculty in a broad range of courses and disciplines that has included Psychology, Sociology, Social Psychology, and all courses for the degrees in Accounting, Criminal Justice, Criminal Investigations, Paralegal Studies, and Homeland Security programs.
- Typical staff load of 65 instructors.
- **Key achievements:**
 - **Supervision of the development of over 45 online courses, and the revision of many more**
 - Collaboration on the design and implementation of the online student orientation course
 - Developed key departmental courses including: Instructor Training Course, Standards and Platform Diagnostics, Development Training Course

Full Time Faculty

Florida Metropolitan University, Orlando, FL

Dec 1987 – Jan03

- Sixteen years experience working with a diverse population of students of primarily non-traditional learners representing all walks of life and a wide range of socio-economic classes and ethnic backgrounds.
- Retention rates and evaluations from students very high.
- Participated in ACICS accreditation self-studies (Institutional Effectiveness).
- Voted Instructor of the Year, 1995.
- Classroom: Commercial Art • Critical Thinking • Strategies for Success • Social Psychology • Psychology • Algebra
- Online teaching: Psychology • Critical Thinking • Strategies for Success
- Online course development: Critical Thinking • Strategies for Success

Staff Development Expertise

Situational Self Leadership: Trainer, certified by the Ken Blanchard Companies. Presentation team member local campus staff and administrators as FMU-Orl. N.

Student Self Leadership Skills: Master Trainer, certified by Corinthian Colleges, Inc. Presented as component of Strategies for Success Course.

Presentations for Faculty In-Service: Face-to-face topics have included “Ways of Knowing” • Collaborative Learning • Distance Education • Online: Learner Centered Institutions • Online Learners • Best Practices Workshop

Education

Ph.D. in Integral Studies, Concentration in Transformative Learning & Change

California Institute of Integral Studies, San Francisco, CA. 2002.

M.A. Organizational Development & Transformation

California Institute of Integral Studies, San Francisco, CA. 1999.

B. S. Liberal Studies

University of Central Florida, Orlando, FL. 1995.

Areas of Concentration: Psychology (Minor), Biology, and Art.

Key Educational Qualifications

Dissertation topic: “Exploring a sustainable relationship with information in the interconnected universe.”

Cross disciplinary online Ph.D. program combining social sciences, systems theory, and transformative learning.

Program Description (from CIIS catalog): An innovative approach to studying and researching transformative change in individuals, groups, communities, and cultures using collaborative approaches in study and research, developing theoretical models and concrete action research methods.

The Learning and Change cluster is concerned with the problems of self in community. It focuses on the development of feeling, imagination, and expression in individuals and groups, and on the development of interactional models that permit both the resolution of conflict and the encouragement of mutuality.

Conference Presentations

Empower the Right Brain ~ Cultivate a More Artful Presented right brain technologies for creativity and intuition at The New Paradigm ~ Riding the Wave of Heart, Women of Wisdom Conference, 2014. Seattle, WA.

Re-Imaging Learning for a Transforming World: Co-presented Insight Dialog: a practice for engaging the collective wisdom of a group at Tenth International Conference on Transformative Learning, 2013. San Francisco, CA.

Society For Chaos Theory in Psychology & Life Sciences: Presentation of A TransStructural Methodology for InFormation, 2002. Portland, OR.

Innovative Practice Workshop: Co-presented at Fourth Annual Transformational Learning Conference, 2001. "Multiple Currents," Toronto, Ontario. Difficulties Bring Wisdom: Online learners learn how online communities learn

Stop Surfing Start Teaching: Co-presented Teaching and learning through the internet, 2001. U. of South Carolina, Myrtle Beach, SC.

Regional 1999 Student Success Workshop, Houghton Mifflin Company, Orlando, FL: Co- Presented Organic Model of Interaction For Online Dialog

Innovations 1999, a national conference sponsored by League for Innovation, New Orleans, LA. Co- Presented Organic Model of Interaction For Online Dialog

Academic Projects

Curriculum Technology, Ltd. 2006-2007: Writing original manuscript for interactive text for distance learning: *Introduction to Multicultural Interactions And Ethics*, including video lectures and exercises.

California Institute of Integral Studies 2003-2004: Doctoral Dissertation Committee Member. *Tapping into the holographic universe: An intuitive inquiry using the 'I Ching'*. Duryea, L., Ph.D. 2004.

Video Production 2003: *Toying with Auschwitz*. Independent video prepared in collaboration with Lisa Herman, Ph.D.; included video and editing.

California Institute of Integral Studies 2001-2002: Doctoral Dissertation Committee Member. *Searching for myth in quantum images and ideas: A creative emergent story*. 2002. Ayers, Jane, Ph.D.

California Institute of Integral Studies 2000-2001: Doctoral Dissertation Committee Member. *Engaging the disturbing images of evil*. 2001, Herman, Lisa, Ph.D.

Video Production 1997: *Radiant Spiral*. Experimental video project. Writing the script, casting, and complete editing. The video (10 min) debuted at The Florida Film Festival in June, 1997. Received Juror's Choice Award in the experimental film category at Film Front International Student Film Festival.

Houghton Mifflin Company 1999: Co-designer in authoring Web-based distance learning course adaptation for Student Success. Project involved all original authoring of content, projects, tests, and assessments to augment *Becoming A Master Student*, Dave Ellis.

Technology Expertise

Technology for the classroom: Working knowledge of wide range of technologies for the classroom, including Articulate Storyline, Animoto, Prezi, Screencast, Evernote, Everyslide, Scoop.It!

CourseWare: D2L • eCollege • Moodle • Angel • BlackBoard

Web Building Software: FrontPage • Adobe GoLive • Adobe PageMill.

Word Processing and Desktop Publishing: MS Office • QuarkXPress • Adobe PageMaker • AppleWorks

Graphics: Adobe Illustrator • Adobe PhotoShop • FreeHand.

Animation: Adobe Live Motion • WebPainter.

Video: Adobe Premier Elements • Avid Workshop • Avid Cinema • iMovie.

SCOTT HAGER, M.B.A.

Scottsdale, AZ

(559) 303-4678

mスコットhager@gmail.com

EXPERIENCE:

San Joaquin Valley College

(2010 - Present)

A Private Junior College operating 15 campuses throughout California and Online modality with students across the U.S.

Director of Contact Center Operations

Corporate Director responsible for the organization's Contact Center and Campus Telecom strategies and initiatives. Managerial oversight for staff in Workforce Administration, Call Quality Assurance, Default Prevention / Collections, Admissions, Financial Aid and Customer Service. Responsible for establishing and maintaining policies and procedures to ensure regulatory compliance with FTC, FCC and TCPA.

Professional highlights:

- Deployed unified hosted PBX solution across the organization's 18 locations. Project success yielded improved employee and customer experience, increased up-time for telecom systems and a reduction in recurring telecom costs.
- Implemented robust CRM system for sales staff, resulting in increased contact rates and lead conversion rates.
- Conceived and implemented centralized Quality Assurance processes for the sales and financial aid departments.
- Imagined and executed a reimagined collections process, focusing on first call resolution and rapport building. As a result of this initiative the college realized a year-over-year increase in debt recoveries in 2016.
- Designed several highly successful contact strategies, increasing right party contact rates and reducing speed to contact.
- Introduced and implemented web chat, text and intelligent call routing to enhance customer engagement and service delivery.
- Designed and implemented lead reactivation campaigns that increased conversion rates and revenue generation, with zero incremental expense increases.
- Developed and operationalized highly effective automated contact campaigns to support organizational imperatives in collections, careers services and student retention.

IBM Business Global Services (Contracted Consultant)

(2010)

Service Quality Assurance Manager

Contracted through IBM for United States Census 2010 Coverage Follow Up (CFU) project. Specialized in performing Quality Assurance, process development, and change management for eleven call centers with 7,000+ agents across the United States. Primary responsibilities included management of central operations for 450+ quality agents with direct impact to managing the project's \$+250M budget, earning IBM \$+22M in revenue.

- Centrally managed high-volume execution of 550,000+ quality evaluations during 18 week program while maintaining enterprise quality score of 99%.
- Ensured efficient execution and compliance to the 6,000+ quality evaluations required daily.
- Participated in client and site calibration sessions with direct responsibility for calibration trending and analysis.
- Successfully performed key vendor and performance management role while building productive relationships with 3 separate outsourced vendors (Convergys, TeleTech and Vangent) and individual Quality Managers at 11 unique sites.
- Developed key performance indicators and metrics to drive efficient and effective evaluator behaviors.
- Direct responsibility for effective management of scheduling and workforce management of 450+ headcount.
- Continually developed professional ad-hoc performance management reports and analytics to ensure the highest level of results were delivered to the U.S. Census Bureau.

Automobile Club of Southern California

(2007 - 2009)

Operations Manager – Workforce Management and Quality Assurance

Directed the Workforce Management and Quality Assurance Teams for the Insurance, Claims and Membership Contact Centers.

- Directed the operations for a Multi-Site, Multi-State Contact Center Operations with over 1,000 employees across three separate business units.

- Improved Service Delivery to customers through effective workforce management, resulting in decreased handle time and record customer satisfaction scores.
- Integrated disparate Workforce Management Teams, improving operational efficiencies and reducing costs.
- Implemented Technology and Process Improvements that resulted in reduced cost per call, increased revenue, and improved customer retention.
- Developed and implemented strategic vendor alliances (TPG, Arise) to improve the Contact Center's operations and drive increased efficiencies.
- Integral in the implementation of the Insurance "Retention Team" and Outbound pre-renewal segmentation call-out program to proactively contact insureds prior to renewal. Initiative resulted in increased pre-renewals of 25% and improved retention rates by 15%.

FirstCorp (a division of IFC Credit, Inc.)
Manager of Business Development

(2006 – 2007)

Allied Business Schools
Department Manager

(2004 – 2006)

EDUCATION:

University of California, Irvine, The Paul Merage School of Business, Irvine, CA
 Master of Business Administration (MBA)

(2007)

- Finalist - UC Irvine Polaris Investment Competition (portfolio management)
- Studied abroad in Shanghai & Beijing, China
- Coursework included Management, Corporate Strategy, Entrepreneurship, Consulting, Project Management

Eastern Washington University, Cheney, WA

(2002)

Bachelor of Business Administration, Management Information Systems

CERTIFICATIONS AND OTHER PROFESSIONAL EXPERIENCE:

Certifications:

- Six Sigma Green Belt
- International Customer Management Institute (ICMI) Contact Center and Workforce Management

Other: Extensive experience in Vendor management and Request For Proposal (RFP) negotiations. Software and Call Center technology include Genesys, Noble Touchstar. Hosted and on-premise PBX, CampusNexus, Velocify, DocuSign Administration, PowerPivot. Experienced Contact Center architect in all call strategies including predictive, power dial and preview, multi-site call routing and network topology. Hobbies include hiking, mountain biking, volunteer Steward at the Scottsdale McDowell Sonoran Preserve.

ANGELA HEINZ, MS

8519 N. Talladega Way ~ Fresno, CA 93720 ~ (559) 696 – 3686 ~ aguthrey@mail.fresnostate.edu

EDUCATION

Master of Science in Counseling and Student Services - with Distinction

California State University, Fresno Fresno, CA 2010

Bachelor of Science in Child Development

California State University, Fresno Fresno, CA 2007

SUMMARY OF QUALIFICATIONS

- Experience in growing revenue and profits through the execution of strategic growth initiatives
- Proficient in working cross-functionally with enrollment services, classroom instruction, marketing, design, and employment services to ensure business developments are aligned with the College mission and values
- Over seven years professional experience in higher education working with diverse student, faculty and staff populations as an academic advisor, administrative support coordinator to promote retention and graduation rates, and executive to increase career-program and campus offerings to better serve the community
- Experience in creating and monitoring Student Educational Plans (SEP), understand General Education (GE) Patterns and transfer requirements including the use of assist.org, evaluation of student transcripts and GPA calculations
- Possess excellent written and verbal communication skills along with strong leadership abilities
- Advanced skills in Microsoft Office and experience with multiple educational databases including AdvisorTrac, PeopleSoft, Degree Audit Reporting System (DARS), and Campus Vue
- Knowledge of college policies, procedures and academic requirements
- Experience providing group and individual counseling to traditional and non-traditional higher education students including first generation, academically at-risk, under-represented minority groups, etc. and use of referral to campus and community resources as needed
- Highly skilled with collection and audit of student records to ensure compliance within the Department of Education and compile data to report to Senior Management
- Possess strong ethical values and practice high confidentiality to maintain integrity of the institution

WORK EXPERIENCE

San Joaquin Valley College-Corporate Office

June 2011 – Present

Director of Growth & Development

May 2016 - Present

- Identify and define the College's growth plan through data analysis
- Develop and execute strategic initiatives to grow and build the College and optimize the revenue funnel
- Lead operational functionalities and provide supervisory support to Executive Council members for business developments
- Develop and present business proposals to prospective clients

Assistant to the Chief Administrative Officer

March 2014 - April 2016

- Administered Consumer Disclosures for the College
- Managed strategic and operational initiatives created by executive council members within the corporate office
- Designed and trained leadership within the College on a web interface capturing meetings within the College; managed utilization
- Conducted corporate research
- Contributed to executive level decisions for growth and development, admissions and career services procedures
- Collected and audited graduate employment records to ensure compliance with the Department of Education

Alumni Services Specialist

June 2013 - March 2014

- Developed and launched a new and improved Alumni website
- Created and implemented initiatives at over 10 campuses to support student and alumni engagement- peer mentor program, alumni workshops
- Enhanced the College's Job Referral Program to leverage the broader community to support graduate placement
- Created outreach program for current students and graduates to monitor their career goals and assist them with job

placement. Responsible for monitoring the outcome of the program and implementing changes as needed

- Facilitated focus groups
- Collected and audited graduate employment records to ensure compliance with the Department of Education

June 2013 - March 2014

Instructor

- Implemented engaging and interactive lesson plans for career-focused Sociology courses
- Maintained accuracy and usage of the Common Mastery Assessment; utilized data to set goals
- Participated in faculty and staff development meetings
- Utilized research-based strategies to deliver lesson plan

June 2011 - June 2013

Assistant to the Vice President of Enrollment & Graduate Service

- Managed/resolved disputes and complaints filed by students
- Managed the Job Lead Referral Program
- Co-authored and maintained the Policy and Procedure handbook for the department
- Provided on-going coaching and support to Career Services Managers at campus level
- Collected and audited graduate employment records to ensure compliance with the Department of Education

June 2010 - June 2011

San Joaquin Valley College-Online Campus

Student Advisor

- Counseled traditional and non-traditional students for personal, career and academic matters
- Supported student retention: Academic Year 1 – 77% - Academic Year 2 – 86%
- Developed and maintained educational plans; monitored progress electronically
- Introduced students to resources and materials; maintained listing of community resources
- Managed difficult or emotional student situations; maintained positive working relationship with faculty
- Implemented school policies and regulations; scheduled appointments
- Monitored students on probation; acted as the liaison between Dean of Student Services and the student

ADDITIONAL WORK EXPERIENCE

The Stratton Law Firm- Chapter 7 Trustee

September 2000 - June 2010

Legal Assistant

Clovis Unified School District

April 2008 - June 2010

Substitute Teacher

California State University, Fresno

January 2009 - May 2009

Academic Counselor Intern

Adam LeFaive
1321 E Dorothea Ave, Visalia, CA 93292
559-805-7633
aflefaive@comcast.net

EDUCATION

Western Governors University, Salt Lak City, UT
M.S. in Information Systems, Management (Expected April, 2019)

California State University Polytechnic, San Luis Obispo, CA
B.A. in Physics

RELATED WORK EXPERIENCE

San Joaquin Valley College, Visalia, CA

Director of Information Management

2011 – Present

Responsible for planning, coordinating, and supervising services relating to software application architecture and data systems design.

Oversee DBAs managing the administration, development, and security of a SQL Server data environment comprising of 5 Enterprise SQL Servers containing over 200 databases, totaling 2TB in data

Designed new reporting strategies including the utilization of tabular analysis services instances to deliver PowerView interactive web based reports. Pioneered the use of new data visualization methods including PowerBI.

Implemented the successful migration of infrastructure services from a virtualized VMWare environment based on-premise in Fresno CA to a cloud based infrastructure as a service (IAAS) model in Microsoft's Azure cloud services

Oversee a team of administrators, developers, and support specialists that resolve a combined total of 6,673 support, application request, and report request tickets annually. This department supports over 900 employees and over 4,500 students.

Architected multiple end to end custom software applications to meet businesssds. Oversaw development of custom web based API interfaces to facilitate bi-directional data integration with outside companies.

Wrote and delivered detailed student record level regulatory agency data submissions in accordance with stringent guidelines as required by the State of California and the US Department of Education

San Joaquin Valley College, Visalia, CA

Database Administrator

2009 – 2011

Responsible for database administration, data integrity and availability, data operations development, data mining and reporting, and solutions architecture

Developed SJVC's first data mart business intelligence server to combine data from differing source systems including MAS ERP and Accounting, Desire2Learn LMS, CampusVue Student Information System, Halogen Talent Management, and others into a central repository of replicated data

Developed a custom Integration Services automated role based identity management solution utilizing payroll application as source system for creation of accounts, modification, and permissions assigning across all technological platforms including CampusVue, D2L, Active Directory, Exchange, SharePoint

Wrote over 200+ Reporting Services reports and underlying queries to support daily business operation dashboards, performance audit requests, and long term trend analysis

Project management from design to implementation of custom business applications designed to improve efficiencies or deliver analytics in support of strategy execution

San Joaquin Valley College, Visalia, CA

SharePoint Administrator

2007 – 2009

Responsible for design, architecture, implementation and maintenance of SJVC's business application platforms

Designed and implemented internal SharePoint business portal with over 5,000 daily unique users

Developed content management and document retention policies to oversee document storage best practices within the SharePoint repositories

Developed electronic forms and workflows to automate manual processes such as Employee Mileage Reimbursement

Implemented single sign on (SSO) to all technology resources from the business portal instituting a "one front door" policy

TECHNICAL EXPERTISE

Languages

C#, TSQL

Certified Associate in Project Management (CAPM)

Business Intelligence / Business Analytics

SQL Server Reporting Service, SQL Server Analysis Services, PowerView, PowerPivot, PerformancePoint Scorecards, Query Writing, Dimensional Data Warehouse Design

MS SQL Server (2005, 2008, 2014)

SQL Server Administration, MS SQL Server Reporting Services, SQL Server Analysis Services, SQL Server Integration Services, ETL Operation, Data Warehousing, Report Writing, Stored Procedures

MS SharePoint (2007, 2010)

SharePoint Architecture, Site Administration, Site Design, SharePoint Designer, Workflow Design, InfoPath, eForms, Custom Lists, CSS

ASP.NET

Visual Studio 2012, C#, Custom C# Workflows, ASP.NET pages, Database design, CSS

David Mendes

Experience

1/3/12 – Present

Director of Network Operations – SJVC CAO

Responsibilities include managing a team of 9 in the maintenance of the company network, including computers, data-lines, servers, networking equipment, and software. Negotiating contracts with vendors. Determining the networking, computing and software needs for new programs/campuses.

1/11/05 – 1/3/12

NOCS Manager – SJVC CAO

Responsibilities included managing a team of three in the maintenance of the company network, including computers, data-lines, servers, networking equipment, and software. Also managed a team of two that staffed the SJVC help desk phone line.

12/20/04 – 1/11/05

Network Operations Manager – SJVC CAO

Responsibilities included managing a team of two in the maintenance of the company network, including computers, data-lines, servers, networking equipment, and software.

? - 12/20/04

Network Administrator – SJVC CAO

Responsibilities included installation and maintenance of computers across multiple campuses. Built computers from components and installed new computer labs. Installed and maintained software used by employees and students.

06/09/92 - ?

Purchasing/Maintenance Technician – SJVC Visalia Campus

Responsible for the maintenance and repair of the campus and equipment. Ordered office supplies, student textbooks, and lab supplies on a monthly basis.

03/26/91 - ?

FA Funder – SJVC CAO

Data entry of student financial aid applications.

Education

- SJVC Online – A.S. Business Administration – 2005

Certifications

- Citrix CCA - 6/16/00
- Microsoft MCP +Internet Certification - 6/28/99
- Microsoft MCSE Certification - 4/19/99
- Microsoft MCP Certification - 3/30/98
- Novell NetWare 4.11 - 5/8/97

STEPHEN W. MILLER

799 West Marinette – Exeter, CA 93221 – (559) 303-4526 – exeter12000@yahoo.com

SUMMARY OF QUALIFICATIONS

An accounting and financial professional with 39+ years experience in financial reporting and analysis and accounting operations management. Proven capacity to improve and maximize overall business and finance function integration through effective communication processes. An experienced self-starter, team player and problem-solver with keen attention to customer needs and details. An innovator with creative skills and experiences to improve overall business processes.

PROFESSIONAL EXPERIENCE

SAN JOAQUIN VALLEY COLLEGE, INC., Visalia, CA

2004 to Present

CONTROLLER

- Supervision of Accounting Department Staff
- Balance Sheet, Income Statement, Cash Flow and Management Reports
- Management of A/R Accounts, Billing and Collections
- Management of A/P Accounts
- Responsible for Budgeting and Forecasting
- Annual Financial Audit Preparation
- Responsible for providing guidance and leadership in all areas of accounting, finance and general business office.
- Responsible for providing support and guidance to executive group for strategic planning, budgeting and forecasting
- Responsible for cash management, including line of credit, operating lines, capital lines, wire transfers, etc.

NASH DE CAMP COMPANY, Visalia, CA

1983-2004

CHIEF FINANCIAL OFFICER Promoted from Controller

- Responsible for all financial and accounting requirements of a \$100 million grower/packer/shipper/truck brokerage company
- Prepare monthly financial consolidations for four companies – income statement, balance sheet, cash flow and variance analysis
- Crop cost accounting for 2,000 acres of tree fruit and table grapes
- Coordinate the financial reporting of two truck brokerage companies
- Extensive interaction with owners, the CEO, bankers, auditors, growers and vendors

TENNECO WEST, INC., Bakersfield, CA
1978-1983

FINANCIAL ADMINISTRATOR Promoted from Internal Auditor

- Plant controller for a raisin dehydrator/processing/packing facility
- Preparation of monthly reports to corporate headquarters
- Responsible for all grower accounting and plant cost accounting

EDUCATION

B.S., Business Administration, with Emphasis in Accounting: California State University, Fresno

Professional Skills

- Excellent Organization Skills
- Excellent Leadership Skills
- Excellent Accounting Systems Skills
- Excellent People Skills
- Work Effectively With Peers & Senior Management

SPECIAL SKILLS, INTERESTS

Expertise in accounting, finance

Athletic interest in weightlifting

General interest in motorcycling, Civil War history and aviation history

SUE SMILIE MONTGOMERY

4019 N. Del Mar

Fresno, CA 93704

(559) 260-8454 personal cell

(559) 802-0050 work cell#

(559) 452-9017 office

EMPLOYMENT HISTORY

Corporate Director of Research and Development, San Joaquin Valley College, Visalia, CA

February 2003 to Present

- Responsible for the research and development of new Associate Degree programs for all of the SJVC campus locations. Program development includes the following: Licensed Vocational Nursing; Physician Assistant; Registered Nursing; Respiratory Therapy (at 2 campuses); Surgical Technician; and Construction Management.
- Actively pursue and develop new contractual relationships with clinical affiliates to support health care division program majors at the college. Negotiated and obtained over 300 hospital/medical office training agreements for SJVC student clinical sites through- out California and in other states of the country.
- Research and submit grant applications to support new or existing programs.
- Represent SJVC in public relations activities and community service organizations.
- Articulation Officer for the College.
- Create and manage employer training agreements for ETP funding

Corporate Director of Employment Services, San Joaquin Valley College, Visalia, CA.

March 1994 to February 2003

- Managed the Employment Services Department and Externship Programs for six SJVC college locations. Hired, trained and supervised staff for each Employment Services Department on all campuses. Assured that corporate placement standards were met for all program majors. Maintained statistical reports on all graduate placement information. Prepared annual reports for all required accreditation entities.
- Provided direct assistance to College Directors for developing new career majors at SJVC.
- Developed required externship site agreements for all new program majors.
- Represented SJVC in public relations activities and community service organizations.

Employment Services Representative, San Joaquin Valley College, Fresno, CA.

February 1988 to March 1994

- Directed the placement of over 300 yearly graduates from six different Business and Technical fields. Presented job development seminars. Provided placement counseling for current students and graduates. Maintained computerized tracking system on graduate employment.

Office Manager, Manpower Temporary Services, Fresno, CA

1984 to 1988

- Established the North-Fresno Manpower office in 1984. Managed all fulltime personnel, service systems, business development and financial matters. Supervised temporary employment staff of over 300 people.

Service Representative, Manpower Temporary Services, Fresno, CA

1981 to 1984

- Performed customer service, employee relations, marketing and outside sales.

Graduate Assistant/Theatre Box Office Assistant Manager- University Theatre, California State University, Fresno
1979 to 1980

- Performed house management duties for all theatrical productions at the University Theatre facilities. Managed ticket sales and customer service for all theatrical productions. Supervised undergraduate student assistants for pre-show and intermission activities.

Theatre Manager/Producer Live Stock Theatre, Fresno, CA
1977 to 1982

- Produced summer theatrical performances in multiple city locations. Designed costumes, designed publicity and advertising campaigns; and managed ticket sales. Also performed as actress in occasional productions.

EDUCATION

M.A. California State University, Fresno, CA 1981 (Communications Arts and Sciences)

B.A. California State University, Fresno, CA 1979 (Theatre Arts)

A.A. Fresno City College, Fresno, CA 1977 (Theatre Arts)

GRANT DEVELOPMENT AND PROJECT MANAGEMENT

- December 2007, received grant to train additional nursing faculty and create nursing scholarships for doctoral programs (\$11,400- California HealthCare Foundation Oakland office).
- August 2006, requested new grant for continuing our nursing consortium- received \$24,000 from the California HealthCare Foundation Oakland office in funding to expand the existing nursing collaborative and train additional nursing faculty. Collaboration grew from 4 partners to include 10 college nursing programs.
- February 2006, Established a nursing program consortium to address the shortage of nursing faculty in four central valley colleges (Fresno City College, California State University, Fresno; West Hills College and San Joaquin Valley College). Wrote and developed a grant to fund the development of a nursing faculty development course- funded by the California HealthCare Foundation for \$15,000.
- Wrote and received grant for \$10,000 in April 2005 to support PA students to work in underserved medical areas (California HealthCare Foundation Oakland Office).
- Authored, obtained, and administrated a State Funded Grant from the Employment Training Panel for company-wide skills upgrade training program (1998-2000).

CURRENT COMMUNITY SERVICE

Fresno Housing Education Corps – Current member of the Board of Directors for this 501c3 Non-profit Corporation; also served as Vice Chair and Chairperson of the Board; past chair of special events committee.

The United Way of Fresno County- Current member of the Board of Directors; current member of the Executive Board serving as Board Chair.

Bethel Christian Center – current – Vice Chair Board of Directors, volunteer musician with worship band, past sound system operator, volunteer director of Christmas and Easter productions.

State Center Community College Foundation – current member since 2012.

PAST COMMUNITY SERVICE

Fresno Chamber of Commerce – past chairperson of Ambassador Club, Business Expansion Committee, Business Outreach Seminars and the Mid-year Economic Reporting Breakfast Committee, past member at large on nominating committee for Board of Directors; served several years as member recruiter on annual membership drive.

Fresno Workforce Development Board – Member of the Welfare to Work Committee – 1999 –2000 (project completed)

Woodward Shakespeare Festival- actress in WSF reader’s theatre production of “To Kill a Mockingbird” 2006.

California Department of Corrections- Former Advisory Board Member at Pleasant Valley State Prison, Coalinga, CA –Member since establishment of facility to 2009.

San Joaquin Valley Nursing Education Consortium -Faculty Resource Development Committee- Co-Chair of committee since 2006.

AWARDS AND HONORS

- Awarded Certificate of Recognition from the California State Senate for 20 years of Employment with San Joaquin Valley College- February 2008
- Awarded “Nurse Friend of the Year” in 2008 from the Nursing Leadership Community in Central California
- Recognized by the Physician Assistant Department at SJVC for outstanding contribution to PA clinical education
- Recipient of the 1999 Sam Walton Business Leader Award for Community Service work, and Volunteer of the month for the Fresno Chamber of Commerce
- Recipient of Theatre Arts Department Scholarship for Academic Achievement -1979
- Recipient of California State University, Fresno Alumni Foundation Scholarship for Academic Achievement -1979

Wendi L Oliveira

1867 Shaver Lake Ave, Tulare, CA 93274 | 559.805.5283 | wlo2u@aol.com

Education

BACHELORS OF BUSINESS ADMINISTRATION | 2013 | AIU ONLINE

- Major: Business Administration
- Minor: Operations Management

Licenses

LICENSED ENROLL MATCH TRAINER | 2015 | NORTON NORRIS, INC

Skills & Abilities

MANAGEMENT

- Experience and proven track record in managing large and small teams to expected outcomes
- Ability to provide management in 1 on 1, team, and distance modalities
- Adaptable to a wide variety of work environments, team dynamics and company cultures
- Mastery of assessing systems and developing management strategies to increase effectiveness of the system or need for system modification
- Able to manage competing demands within multiple projects

SALES

- Able to personally deliver on sales objectives
- Proven track record in managing sales teams to meeting and exceeding sales objectives across multiple sites
- Master sales trainer – evidenced by the performance of individuals and teams trained
- Ability to develop and manage multi-million dollar budgets through achieving/exceeding sales targets
- Ability to observe, diagnose and affect change in individual and team sales performance challenges

COMMUNICATION

- Effective written and verbal communication skills
- Ability to use persuasive communication skills to lead teams to success
- Proven opinion leader across multiple layers of organizations including senior management to line level staff

LEADERSHIP

- Proven ability to lead large and small groups
- Demonstrated lead by example style that fosters trust and engagement with staff
- Ability to mentor others into success in leadership roles
- Proven ability to launch initiatives and lead teams to successful outcomes within the initiatives – such as the launch of technical applications and large changes in workflow and process across entire organizations

Experience

DIRECTOR OF ADMISSIONS | SAN JOAQUIN VALLEY COLLEGE | 2011 TO PRESENT

- * Oversees proper administration of College admissions policy and procedure on all campuses
- * Works with Campus Directors and VP of Enrollment to build and maintain College start budgets
- * Provides daily oversight of admissions activity, function and productivity on all campuses
- * Identifies admissions employees requiring special attention and works with campus staff to provide support, counseling and corrective action
- * Oversees and/or provides comprehensive training in College policy and procedure to all admissions advisors at time of hire
- * Provides regularly scheduled training to current advisors and receptionists
- * Oversees and/or provides individual and small group training to address specific needs identified through data analysis or on referral from campus staff;
- * Audits administrative files to ensure policy and procedure compliance
- * Maintains inventory of training materials, publications and promotional items
- * Assures that appropriate inventory of all materials related to the enrollment process is maintained at each campus
- * Coordinates all institutional and partner scholarship programs

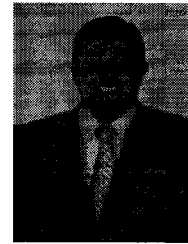
ADMISSIONS SPECIALIST | SAN JOAQUIN VALLEY COLLEGE | 2004 TO 2011

- * Analysis and reporting of performance data
- * Administrative support for trainings and events
- * Presentation of topical training to campus teams and individuals
- * Administrative support of the admissions process
- * Promotion, coordination and administration of scholarship programs
- * Participation in audits
- * Administration of project based initiatives
- * Admissions management support for Enrollment Services Directors
- * Interim Enrollment Services Director supporting Campus Directors with vacancies in that position

ENROLLMENT SERVICES DIRECTOR | SAN JOAQUIN VALLEY COLLEGE | 2002 TO 2004

- * Conducts two daily meetings with each advisor; one to review plans for the day, one to review results of the day.
- * Conducts a post-close interview with every student who enrolls and follows up with those who do not.
- * Observes one phone call and one interview with each advisor each week.
- * Conducts weekly follow-up phone calls to all enrolled students.
- * Provides one-on-one training with advisors and makes recommendations for additional training.
- * Prepares and conducts advisor performance evaluations.
- * Oversees the Financial Aid staff in regard to customer service and workflow issues as they apply to new students and the completion of the enrollment process
- * Ensures timely response to corporate requests and directives

Resume



Ralph G. Ortiz
1370 Mondavi Ave.
Tulare, Ca. 93274, Ph. 559-679-5767
LinkedIn Public Profile: www.linkedin.com

Job Objective: To obtain a challenging goals oriented administrative position in the field of procurement, materials control and/or facilities operations.

Qualifications:

41 years of professional administrative and leadership experience in the following fields:

- Higher Education Mgmt
- Facilities Operations Mgmt
- Municipal Parks and Recreation Mgmt
- Heavy Construction Equipment Manufacturing
- Construction Equipment Parts Aftermarket Sales
- Agricultural Irrigation Pivot Equipment Manufacturing

Fields of Specialty

- MRP – Inventory / Fixed Asset Control and Supply Chain Mgmt
- Higher Education ERP & Team Building
- Project Mgmt - Capital Infrastructure G&D
- Transportation Mgmt - LTL, FTL & Ocean Import/Export Brokerage
- Domestic & Offshore Mfg - Fabrication, Machining, Castings, Injection, Hydraulics, Pneumatics
- Facilities Operations –, Space Utilization, Repairs & Maint, HAVAC, Janitorial, Safety, Security, Shipping, Receiving, Shop Load, Capacity Planning, Sat. Whse Distribution
- Computer Skills include: MS word, Excel, Power Point, MS Access, Visio diagramming & internet applications.
- Information Platforms: Windows XP and 7, MAS 90 & 200; Campus Vue, Angel LMS and Citrix,
- Languages: Fluent in Spanish

Professional Experience:

Aug - 2004 to Present: San Joaquin Valley College, Visalia, Ca, - Corporate Director of Purchasing

- Authored all College policies, procedures and standards relating to purchasing, materials control, supply chain management, facilities safety, maintenance and janitorial services to support SJVC's 10 campus locations, which encompasses 317,000 square feet.
- Responsible for training and supervision of SJVC's facilities staff, which consists of 23 FTE & PTE SJVC and contracted facilities manager, maintenance, security and janitorial employees.
- Created standardized spreadsheet applications for budgetary analysis and forecast control of \$20.8 million in purchases of supplies and service.
- Instituted automated ordering data systems for \$9.3 million in textbook and consumable supplies purchase volume.
- Co-Developed college wide facilities service support system, which has generated 82,400 service request tickets from 2005 to present.

Continued:

- Created procurement ERP tracking and workflow system for integration of college wide growth and development master planning, purchase project file management, budgetary allocation and expenditure control accreditation SLO requirements.
- Developed standardized programmatic equipment listings used in all 24 of SJVC's program offerings.
- Negotiated purchase cost savings of \$3,919,570 in calendar/fiscal year 2010 on purchases of goods and services.
- In July 2010, Initiated ongoing college wide eBook adoption and implementation program used in four of the colleges 24 curriculum programs with overall expected annual purchase savings of \$1.2 million.
- Initiated ongoing college wide electronic laptop adoption and implementation program used at eight of ten campus locations statewide.

May - 2009 to Oct 2012: Tulare Union High Redskins Bullpen Club Inc. – Secretary / Treasurer

- Responsible for all financial control of club, cash management, accounting control and P & L.
- Assisted club in generating over \$14,900 in donation revenue.
- Developed computerized accounting system for the club, which includes chart of accounts, general ledger, and balance sheet.
- Instituted purchasing, inventory and fixed asset control systems.

Sep - 2002 to Aug 2004: San Joaquin Valley College, Visalia, Ca, - Facilities Manager

- Managed and maintained seamless facilities operations for SJVC's 49,000 square foot campus
- Reduced campus maintenance & janitorial service costs 50% through proper application of APPA standards
- Provided goods and services to support 700 students and 100 faculty and staff members
- Utilizing MRP and JIT planning methods, reduced consumables supply and textbook inventory 60%
- Improved lease holder and tenant relations through improved communication and dialogue
- Improved student, staff and faculty satisfaction by increasing serviceability response times to 24-48 hours

2002-04: Jurupa Area Recreation and Parks District, Riverside, Ca, - Elected 4th District Parks Board Member

- Represented interests of 18,000 constituents in order to improve the quality of life relating to community parks and recreation.
- Review policies, procedures and annual budgets. Make recommendations regarding project allocations, expenditures, fees, services, and fines related to community program activities.
- Review utilization of facilities. Make recommendations regarding lease, acquisition, sale, design, improvement, maintenance, operations and scheduling of facilities and equipment.
- Establish recreational activities and programs and perform any other related duties.

1995-02: RGO Mixer Parts, Riverside, Ca, - Sole Proprietor

- Direct aftermarket sales of concrete truck parts equipment and supplies throughout Southern California.
- Generated \$1.1 million in sales revenue over seven-year period.

1984-95: Universal Motion Components Inc., - Vice President of Operations

- **1994-95 Vice President of Operations**
 - Responsible for day-to-day domestic plant operations including P & L budgetary control.
- **1991-93 General Manager**
 - Responsible for domestic plant operations and managed all off shore productions scheduling of
- **1987-90 Operations Manager**
 - Responsible for all domestic plant operations.
- **1984-86 Materials Manager**
 - Managed all domestic materials planning, scheduling and purchasing.

Continued:

1977-84: Challenge Cook Brother Mfg. – Production Expediter, Inventory Controller and Master Scheduler

- Responsible for Inventory control, master scheduling and materials requirements planning functions to support 24 hour per day manufacturing assembly line production of concrete mixer trucks, concrete boom pump trucks and commercial laundry towel folders.
- Conducted inventory cycle and physical year-end counts and reconciliation.
- Maintained JIT inventory delivery flow to all associated production lines to support 24 per day assembly line production.

Education:

- **1977-2017 – 41** years of life learning education in six major U.S. industries
- **1977** – Cal State Fullerton University, Fullerton, Ca. - APICS, American Production & Inventory Control Society
- **1972–1975** – Nogales High School La Puente, Ca. – 4 Yr. Diploma
- **2001** – Member APICS - American Production Control Society
- **2008** – Seminar course. CMMS, Computerized Maintenance Management Solutions
- **2009** – Member APPA - Association of Physical Plant Administrators
- **2014** – Member APS - American Purchasing Society

Greg Osborn
559-302-1805 (office direct)
559-303-2288 (cell)
GregoryO@sjvc.edu

Current Position: *Central Administrative Office Director of Program Compliance, San Joaquin Valley College (SJVC)*

Summary of Qualifications:

I have worked in a variety of settings through administrative, planning, student & faculty support, programmatic & regulatory compliance, training and instructional positions. I have nearly three years of oversees work and intercultural experience and another ten years experience working alongside diverse groups in New York City. I have higher education degrees that have provided me with a diverse educational background and training for a variety of roles.

Education:

New York University, New York, NY

Master of Arts (MA), 1/2002, GPA 3.9

Department, Teaching and Learning – Teaching English to Speakers of Other Languages

- Completed Doctoral Coursework (ABD)

Baylor University, Waco, TX

Master of Science in Education (MSEd), 8/1988, GPA 3.5

Department, Educational Psychology – Student Personnel Services in Higher Education

Bachelor of Business Administration (BBA), 8/1985

Departments, Marketing and International Business

Bakersfield College, Bakersfield, CA

Associate in Arts (AA), 12/1982

Concentration, Business

Professional Experience:

San Joaquin Valley College (SJVC), Visalia, CA

Central Administrative Office Director of Program Compliance, 11/2010-Present

Central Administrative Office Director of Curriculum & Program Planning, 1/2006-11/2010

Central Administrative Office Director of Curriculum, 7/2004-1/2006

Academic Dean, Visalia Campus, 1/2003-7/2004

Internexus Center for Language Studies at Berkeley College, New York, NY

Center Director of Administration, 2/2000-4/2002

Assistant Center Director of Administration, 7/1999-2/2000

Learning English Adult Program, New York, NY

Substitute and Summer Session Instructor, 8/1998-6/1999

The Juilliard School for Music & Performing Arts, New York, NY

Assistant Director, International Advisement, 1/1997-4/1998

New York University, New York, NY

Administrative Assistant, Office for International Students & Scholars, 5/1994-1/1997

St. Peter's College, Jersey City, NJ

Residence Hall Manager, 8/1993-5/1994

New York University, New York, NY

Graduate Assistant, Department of Housing & Residence Life, 8/1992-8/1993

Kern High School District, Lake Isabella, CA

Substitute/Long-Term Teacher, Kern Valley and Summit (Continuation) High Schools, 8/1991-6/1992

D & I International, Ltd., Kowloon, Hong Kong

Assistant Administration Manager, 8/1990-5/1991

Professional Experience (continued):

Hong Kong Baptist University, Kowloon, Hong Kong

Baylor Teaching Fellow, 9/1988-8/1990

Student Affairs Officer and Lecturer, 8/1989-8/1990

Baylor University, Waco, TX

Graduate Assistant, School of Education Learning Resource Center, 6/1987-8/1988

Residence Hall Director, Department of Residence Life, 6/1985-6/1987

Residence Hall Assistant Director, 8/1984-6/1985

Residence Hall Resident Assistant, 10/1983-6/1984

Alyssa Perry
559.280.2882
AlyssaMPerry@hotmail.com

EDUCATION HISTORY

Master of Business Administration
Florida Institute of Technology
Major: Management
Graduated 2012

Business Management
University of San Diego
Major: Marketing
Graduated 2010

EMPLOYMENT HISTORY

DIRECTOR OF STUDENT SERVICES
San Joaquin Valley College
2016-Present

- Generates and implements revisions to the Student Handbook, College Catalog, Substance Abuse Prevention Program, Campus Security Report, and Student disabilities Law Policy and Procedures as the College, laws, and accrediting bodies update requirements and regulations.
- Receives, investigates, and responds accordingly to student complaints received by the corporate office; provides technical support in student dispute resolution at the campus level when requested by the campus.
- Develops and implements/presents training to Deans, Division Managers, Program Directors, and other positions related to student service on student dispute resolution and proactive actions to minimize student complaints.
- Analyzes student retention, identifies common factors for terminations/drops; determines appropriate action to take to improve retention and communicates recommendations to the Vice President of Administration; implements and presents approved actions.
- Reviews and analyzes student survey responses in customer service provided at the campus; determines appropriate action to take to improve customer service and communicates recommendations to the Vice President of Administration; implements and presents approved actions.

ONLINE DEAN OF STUDENT SERVICES

San Joaquin Valley College

2013-2016

- Manages support staff of Student Advisors. Is responsible for the overall direction, coordination, and evaluations of these individuals. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints, and resolving problems.
- Develops, implements, and delivers various online student retention programs.
- Produces reports that track student attendance, grades, satisfactory progress, and other outcomes.
- Acts as a liaison between faculty, administration, and students. Maintains communication and is the liaison between the SJVC Online Registrar and students.
- Participates as assigned in related admissions, education, and employment services activities.
- Serves as the Online Campus Coordinator of Disability Resources.

INSTRUCTOR

San Joaquin Valley College

2013

- Prepares coursework and teaches assigned courses.
- Assesses and analyzes student mastery of course and program learning outcomes.
- Offers student additional tutoring as requested.
- Informs students about course requirements, evaluation procedures and participation requirements.
- Participates in the evaluation, revision, and development of curriculum and instructional methods.

STUDENT ADVISOR

San Joaquin Valley College

2011-2013

- Regularly contacts students to inform of available resources, upcoming events, and activities on campus.
- Mentors students and provides guidance to overcome personal and academic barriers.
- Assists students in the creation and implementation of a personal and academic Success Plan.
- Acts as the liaison between students, the Academic Dean, and the Dean of Student Services.
- Applies processes to achieve and maintain study plan completion compliance.
- Maintains relevant CampusVue student records.

Steven Perry
3524 S. Vintage Ct.
Visalia, CA 93277

Education

College of Sequoias
66 units completed
1968 – 1971

Mt. Whitney High School
Graduated: 1968

Employment History

Jan 1971 – Jun 1985
Visalia Times- Delta

June 1985 – Present
San Joaquin Valley College

Responsibilities

SJVC –

Dir. Real Estate Development (17 yrs) – locate property, design campus site plan & building room allocation plans, complete real estate transactions, hire architect, obtain building construction permit, hire gen contractor and supervise construction of campus factuality.

Campus President Visalia Campus (11 yrs) – responsible for all organizational and administrative duties in connection with the operation of the college

Dean of Faculty & Students Visalia Campus (4 yrs) – managed faculty hiring and training, curriculum review and development & student educational outcomes

Visalia Times Delta –

Production Manager (14 yrs) - responsible for daily management and operation of composing room printing, newspaper press operation and circulation of newspapers to subscribers

Licensure –

Licensed Real Estate Agent (18 yrs)

ANTHONY ROMO**Education and Certifications**

National University, San Diego, California, Complete

- M.A. in Human Resources Management, Concentration in Organizational Leadership

California State University, Fullerton, California, Complete

- B.A. in Business Administration, Concentration in Marketing

GS Consultants, South Lake Tahoe, California, Complete

- Myers-Briggs Type Indicator, Step I
- Myers-Briggs Type Indicator, Step II

Computer Proficiency

- | | | |
|----------------------------|-------------------------|----------------------|
| • Advanced MS Office Suite | • Beeline (VMS) | • IQNavigator (VMS) |
| • Campus Vue | • Fieldglass (VMS) | • Acceleration (ATS) |
| • JobVite: Halogen | • Desire to Learn (D2L) | • Optimal Resume |

Employment

San Joaquin Valley College

9-2010 to Present

Corporate Director of Graduates Services / Leadership Development / Talent Acquisition / (Promotion)

- Initiate all recruiting efforts and conduct final interviews for division.
- Ensure institutional, regulatory, and accrediting standards are achieved on a quarterly basis.
- Train all new Career Services staff to place graduates in their respective fields.
- Provide on campus support to Career Services staff including meeting with clients, sales calls, and marketing efforts.
- Oversee production, return, and reconciliation of employment verifications.
- Prepare and distribute daily, weekly, and quarterly goals and reports.
- Establish benchmarks for division and oversee Career Services departments at 13 campuses.
- Collect data related to graduate success in licensure, certification and registry examinations.
- Maintain alumni division, website and all support services including membership.
- Organize and participate in program reviews and assuring that revisions are tied to institutional outcomes.
- Organize all quarterly and annual conferences for Career Services Staff.
- Established all standards for division and work directly with senior management to ensure they are fulfilled.

Accomplishments

- Implemented new virtual training to increase employability, resulting in increased student placements.
- Implemented new activity based management system to increase daily production per CSA and minimized management supervision to shared region model.
- Incremental achievement in placement percentage, while transitioning to BPPE qualifications. Expected target outcome of 75% by the close of 2015.
- Overhaul of recruitment methods and training using Myers Briggs type indicator assessments.

Project Development

- Lead consultant on the development and creation of three new division, Talent Acquisition, Employment Verification, and Employer Training.
- Lead consultant to senior management for succession planning and leadership development of key employees for leadership roles throughout the organization.

Corporate Career Services Specialist II (Promotion)

- Analysis and reporting of performance data for eleven campuses across California.
- Career Services management support for Career Services Managers and Campus Directors
- Interim Career Services Manager supporting Campus Directors with vacancies in that position.
- Comprehensive training to all new hire Career Services Managers and Career Services Advisors.
- Presentation of topical training to campus teams and individuals.
- Promotion, coordination, and administration of employer public relations programs.
- Coordinate all corporate audits for compliance, regulations, and standards.
- Establish goals, measure results, and initiate performance improvement plans for under performance.
- Administration of project based initiatives from Corporate Graduate Services.
- Interim project management team to increase companywide Career Services performance.

- Development of new Career Services curriculum for San Joaquin Valley College.
- Develop compensation levels for recruitment process in individual markets.

Accomplishments

- Redesigned the new Career services training program for all new hires and current employees.
- Trained and developed and underperforming division of 40 advisors and 8 managers from 50% placement rates to 69% institutionally.
- Developed and created the new activity based management system to increase results and student performance outcomes.

Career Services Manager, Bakersfield Campus

- Supervise all operations and activities for the career service department.
- Establish weekly placement goals and assist in exceeding corporate expectations.
- Generate CSS100 curriculum for instruction to students.
- Generates and maintains CS metric and reporting for career service staff and campus
- Trains, facilitates, and leads CS staff to develop and produce high standards
- Performs and ensure that all department and individual compliance is met and exceeded.
- Organizes the Advisory Board for employers, staff, and students to share information.
- Lead campus, staff, and students to exceed placement goals for each program.

Accomplishments

- Top performing manager in the company consecutively from date of hire to promotion.
- Transformed the career services department from 55.9% to 75% overall placement for entire graduate caseload during the entire duration of my position.
- Managed a department of 5 career service advisors with 4 achieving highest placement and percentage for institution.

ACT1 Group of Companies (Corporate), National Accounts Division

2007 to 2010

eSolutions Project Manager

- Ensure quality ratios such as order fulfillment response time, quantity, background compliance
- Monitored over 10 national contracts provided reporting to senior executives on efficiency, fulfillment, attrition, headcount, and compliance.
- Provided training for all Account Executives servicing my national agreements across the United States.
- Extract data from several Talent Vendor Systems to create reports provided to directors and senior management.
- Negotiated clients' contracts: fee schedule, guarantee periods, compensation packages.
- Initiate and complete implementation projects such as conference calls.
- Webinar training, contract coordination and translation, background checks and national matching.
- Travel to various national sites to recruit and interview applicants for contract positions.
- Ensure placement fulfillment nationally and meet client standards level agreements.
- Create and develop incentive programs for field staff to increase productivity and requisition fulfillment.
- Provide performance review and tracking statistics to senior management to assist in increasing placements and identifying problem areas.

ACT1 Group of Companies dba Appleone

Staffing Consultant

- Strategically sourced for qualified applicants and recruiting resources; provided full life-cycle support
- Manage, coach and develop applicants for placement in various companies
- Place appropriate reference calls and complete necessary background checks
- Maintain policies and procedures consistent with ISO 9001 requirements.
- Manage full lifecycle beginning with applicant inquires through induction of new employees.

Accomplishments

- SJVC Rookie of the Year for Career Services April 2011
- Only SJVC CS manager to achieve 83% in 2011.
- Nationally managed and implemented the Microsoft account from \$0 to \$2.9 million for first year sales.
- Saved National Accounts from hiring additional staff to manage national accounts.
- Successfully implemented and on-boarded over 300 Pacific Gas & Electric contract associates to ACT1 group dba Agile payroll.

Crystal G. VanderTuig
Director of Institutional Relations/San Joaquin Valley College
1197 Mondavi Ave., Tulare, CA 93274
Office: (559) 302-1802/Cell: (559) 280-8402

Professional Experience

Accreditation Liaison Officer

- Write various accreditation reports
- Facilitate trainings on accreditation related topics
- Coordinated the institutional Self Evaluation process
- Key participant in the development of the non-instructional program review process

Title IX

- Certified Title IX investigator
- Conducts student and employee related investigations and complaints

Self Evaluation Chair

- Chaired and organized the activities of the Standard IV Self Evaluation Committee
- Developed college-wide survey for Self Evaluation process
- Conducted focus group research

Secretary to the Board of Governors

- Schedules, organizes, and attends board meetings
- Prepares and maintains agendas and minutes
- Coordinates and conducts board development trainings

Special Projects

- Rewrote major college publications, i.e. college catalog, student handbook, faculty handbook, etc.
- Coordinated a college-wide campaign aimed at increasing awareness of accreditation standards and processes
- Campus presentations on the governance process

Employment

2008 – Present/Director of Institutional Relations
San Joaquin Valley College, Visalia, CA

1999 – 2008/Paralegal IIIk
1997 – 2008/Civil Court Clerk
County of Tulare

Education

BS, Sociology, Chapman University, 2002
AS, Paralegalism, College of the Sequoias, 2000

Tammie L. Zaczek

303 E. Shoemake Avenue, Reedley, CA 93654 | (559) 643-8919 Home | (559) 679-4760 Cell | Tammie.Zaczek@gmail.com

Over twenty years of experience in Human Resources with expanded generalist to specialist functions and management. Desire for continual growth and meaningful contribution to organizational goals.

Professional Experience

San Joaquin Valley College, Visalia, CA – Corporate Office

Director of Human Resources

2003 – Present

Currently leading compliant Human Resources department operations. Responsible for developing and introducing resources and tools to assure compliance with laws and regulations, and establish a mutually beneficial employment relationship between the College and its employees. Lead implementation of time and attendance management systems that assists in maintaining wage and hour compliance. Served on the selection and implementation committees for automated talent management and employee evaluation platforms that has advanced the College's ability to reach out and hire the most qualified candidates and maintain on-going performance analysis and feedback resulting in meaningful evaluations. Serves as an Executive Council member, Discrimination and Harassment Officer, Disabilities Coordinator, ACCJC/WASC Standard IIIA: Human Resources Chair, and Corporate Safety Committee member.

- Manage human resources department
- Develop and revise policies and procedure
- Oversee employee dispute resolution
- Conduct internal investigations
- Conduct compliance audits
- Determine eligibility and process/track employee leaves
- Oversee employee disabilities/interactive process
- Oversee workers' compensation claims
- Develop management and employee training
- Generate and analyze HR data reports

Assistant Director of Human Resources

2001 - 2003

Assisted the Vice President of Administration with the development of Human Resources functions and department. Served as an Executive Council member.

- Developed job descriptions
- Developed policies and procedures
- Developed new hire orientation
- Managed employee and student dispute resolution
- Conducted internal investigations
- Processed/tracked employee leaves
- Oversaw workers' compensation claims
- Conducted executive and employee training
- Hired HR personnel

Administrative Assistant to Campus Director - Fresno Campus

1997 – 2001

Assisted the Campus Director with administrative functions and compliance of policies and procedures, and performed human resources functions at the campus level. Developed incident reporting and workers' compensation claim processing policy. Served as a Management Team member.

- Provided budget data
- Meeting agendas and minutes
- Assisted with recruitment process
- Conducted onboarding process
- Generated and maintained personnel files
- Communicated and processed employee benefits
- Entered Payroll
- Assisted other departments, as needed

Registrar - Fresno Campus

1995 - 1997

Maintained student database, assisted students with policies and procedures, processed and tracked leaves of absence and daily absence that affected tuition eligibility and refunds, provided support to the dean

Facilities Manager - Fresno Campus

1992 – 1995

Managed maintenance of campus facilities, purchased supplies and equipment and managed maintenance staff.

College Prep Instructor / Agency Bookkeeping - Fresno Campus

1991 - 1992

Taught prospective students basic reading, writing and mathematics; assisted with agency and rehab billing, generated student timecards, filed; provided backup for the receptionist and data entry clerk

Tammie L. Zaczek

303 E. Shoemake Avenue, Reedley, CA 93654 | (559) 643-8919 Home | (559) 679-4760 Cell | Tammie.Zaczek@gmail.com

J & M Coffee Service, Fresno, CA

General Officer Clerk

1990 - 1991

Performed data entry, processed accounts receivable, generated bank deposits, answered phones, filed, received orders and handled money

All American Kids Store, Reedley, CA

Owner / Operator

1983 - 1989

Managed store operations, purchased merchandise, managed advertising, processed accounts receivable and payable, processed payroll, generated bank deposits, provided customer service, managed staff and created merchandise displays

Education

San Joaquin Valley College, Fresno, CA	Computer and Business	1991
Fresno City College, Fresno, CA	Principles of Real Estate	1990
Reedley College, Reedley, CA	Business Administration	1989
Reedley College, Reedley, CA	General Education	1984
Reedley High School, Reedley, CA	General Education	1982

Core Competencies

- Integrity
- Professionalism
- Adaptability
- Organization Support
- Communication
- Leadership
- Quality Management
- Problem Solving
- Strategic Thinking
- Interpersonal Skills
- Customer Focus
- Implementing Policies
- Manages Multiple Priorities
- Dependability
- Work Ethic

Professional Development

Legislative Update Briefing, Littler Mendelson (annual basis)
CalChamber Labor Law Digest Review (annual basis)
AB1825/AB2053 Sexual Harassment and Bullying Prevention, CalChamber Online and Fike & Boranian, Attorneys at Law(bi-annual basis)
ACCJC – Accreditation Basics, Accrediting Commission for Community and Junior Colleges - Western Association of Schools and Colleges
Leaves of Absence: Making Sense of It All, CalChamber
Society of Human Resource Management (SHRM) Law & Legislative Conference
Conducting an Internal Investigation, Hirschfeld Kraemer, LLP
Conducting a Title IX Investigation, Hirschfeld Kraemer, LLP
Managing Within the Law, Hirschfeld Kraemer, LLP
Accommodating Disabilities in Higher Education: Requirement Under Section 504 and the ADA, Education Admin Web Advisor (a division of DKG Media, LP)
Time Off State and Federal Law on Employee Leaves, Lorman Education Services

Membership

CalChamber (annual basis)
National Society of Human Resource Management (SHRM) membership (annual basis)

Campus Presidents Resumes

ANTHONY ALEJANDRE

AnthonyMAlejandre@yahoo.com

209-303-4817

I am dedicated to the improvement of quality service provided by the College, and the development of internal processes that will foster the growth and efficiency of the campus programs offered. My goal is to lead and manage the team at a capacity that the business professional and leadership skill sets that I have developed, may bring a high level of service to the team members and students.

Core competencies include:

- Coaching & Developing
- Strategic Planning
- Quality Assurance/Compliance
- Building Relationships
- Performance Management
- Community Relations
- Staff Leadership
- Event Coordination
- Workload Distribution

PROFESSIONAL EXPERIENCE

Campus President, February 2017 – Present

Director of Enrollment Services, June 2015 – January 2017

San Joaquin Valley College

In relation to contributing to SJVC's mission and goals, I am responsible for the quality, operational effectiveness, growth and successful day-to-day operation of SJVC's Modesto campus. The position requires exceptional management skills, demonstrated leadership ability, strategic thinking, business acumen, problem solving and technical expertise. My position is accountable for attaining all campus goals and objectives set forth by senior leadership. I manage the department leaders for Admissions, Academics, Student Services, Career Services, and Facilities to ensure that all departments are functioning as a cohesive team and providing a safe and enjoyable environment for our students. I provide vision, guidance, direction, and accountability to the campus department leaders to ensure that they uphold a high quality of service provided to our students. Our goal as a campus is to ensure that students are learning specific job skills, growing professionally, graduating, and obtaining work in their chosen career field.

Awards and Achievements

- Top performing admissions team college wide: September & October 2015, January & April 2016
- Highest Personally Developed Lead Conversion: January 2016

Associate Director of Admissions, September 2011 – April 2015

Heald College

Lead the admissions team to achieve new student enrollment forecasts. Coach and develop admissions advisors' student assessment and customer service skills to assist students to ensure that qualified students are enrolled. Manage the admissions high school program's lead generation and community outreach efforts to maximize visibility of Heald Degree Programs. Interview and hire admissions employees. Plan and execute admissions and campus wide events to increase overall student retention. Build and maintain relationships with businesses and other community leaders to expand the network of the college. Promote referral generation and conversion. Conduct performance reviews and weekly observations for admissions advisors, assistants and high school coordinator. Conduct weekly team trainings to improve internal and external client service. Strategically plan for year over year growth through revision of policies, processes, and procedures. Prepare strategic plan, and goal reports for the corporate office. Motivate and inspire admissions representatives to meet and exceed enrollment goals.

Continued...

Awards and Achievements

- Admissions team of the year award. 2012, 2014
- Highest divisional referral leads generation. 2012, 2014
- Highest divisional referral leads conversion. Q1 and Q2 2013, Q3 2014
- 40+ M.A.G.I.C. awards.
- 2 time M.A.G.I.C. winner. July 2013. November 2013.
- 1 of 3 Admissions teams to exceed annual enrollment budget. 2012
- 1 of 2 Admissions teams to exceed annual enrollment budget. 2013
- #1 high school admissions team in enrollments per advisor 2012, 2013 and 2014.

Senior Enrollment Counselor- Military Certified, October 2010 – August 2011***Senior Enrollment Counselor, February 2010 – September 2010******Enrollment Counselor, September 2008 – January 2010*****University of Phoenix**

Recruit and guide potential students through the enrollment process. Assist veterans and active duty military members to use their specific education benefits and begin an educational program. Coach and assess student readiness to ensure they are a good fit for their program of choice. Develop and coordinate new ways to present the University of Phoenix to all potential students. Generate and convert new student referrals into new enrollments. Lead the Enrollment team in weekly meetings, performance revision assessments, and the review of the current goals and business needs of the learning center. Coach team members to refine specific skill sets in order to develop and increase production. Supervise progress of team members to stay on schedule for completing specific goals.

Awards and Achievements

- Routinely facilitate Team Events which consistently increase referral generation and conversion.
- Sac Summit recipient for 100% retention of new students for the month in August, September, October of 2009. February, March, September, November December 2010. February, April, May, June 2011.
- Certified "New Student Orientation" Presenter for the Lathrop Campus.
- 7 time Best Practice Breakfast Award Recipient
- 4 time Pride Award Recipient.
- 5 time Above and Beyond Award Recipient.
- Consistently achieved 120% + of expected new enrollments, referrals, and retention goals in all 4 performance reviews.

EDUCATION

Master of Business Administration, University of Phoenix January 2011.

Bachelor of Arts in Social Sciences with a Specialization in Research & Social Policy,

University of California, Irvine, May 2008.

BEN ALMAGUER, M.A.ED

Email: ben.almaguer@sjvc.edu

Cell: 559.805.8375

EDUCATIONAL ADMINISTRATOR / TRAINER

EDUCATOR | LEADER | TRAINER

A top performing college Campus Director with a record of achievement in administration, leadership and diversity training. My entrepreneurial spirit and relationship building skills have allowed me to achieve career growth and a special talent for inspiring, leading and achievement. My interests include exploring opportunities to utilize my background in educational administration and personal/professional development training, with respected organizations that reward hard work and innovation.

AREAS OF EXPERTISE

- Educator
- Accreditation Process- WASC
- Curriculum Development
- Leadership / Team Building
- Certified Trainer-Framework for Understanding Poverty
- Certified Trainer (TED) The Empowerment Dynamic
- Business Development
- Admissions / Marketing
- Strategic Planning / Analysis

COMPUTER SKILLS: MS Word, Excel, PowerPoint, Access, Outlook and other industry applications

KEY SKILLS ASSESSMENT

STRATEGIC PERFORMANCE MANAGEMENT – Practiced in assessing critical success factors and key performance indicators to ensure focus on the mission, strategy, and objectives of an organization. Consistently apply a practical and relational approach to problem solving, always valuing and capitalizing on the multicultural diversity of talent that people possess.

PROFESSIONAL DEVELOPMENT TRAINER/TEAM LEADER - Proven ability to identify the diversified strengths of others and leverage untapped potential to maximize personnel and business opportunities. Committed to building champion teams through the exchange of knowledge, experience, and goal sharing to optimize people development initiatives.

PROFESSIONAL EXPERIENCE

SAN JOAQUIN VALLEY PRIVATE JUNIOR COLLEGE

CAMPUS PRESIDENT II – REGIONAL | VISALIA/HANFORD/PORTERVILLE

2016 - Present

SAN JOAQUIN VALLEY PRIVATE JUNIOR COLLEGE

CAMPUS DIRECTOR/ENROLLMENT SERVICES DIRECTOR | HANFORD/MADERA, CA

2008 - 2016

- Direct the daily operations of the Visalia, CA Region including the oversight and management of 6 departments, and a total of 100+ employees
- Daily department accountabilities, include: Admissions, First Contact, Academic Dean, Dean of Students, Financial Aid, Registrar, Student Resource Center and Career Services
- Design, develop and deliver diversity and leadership training programs to all levels, while ensuring compliance with specific accreditation standards

Notable Contributions:

- Actively facilitate staff and faculty trainings in professionalism, diversity and personal development
- Committed to providing a productive, inclusive, harmonious and efficient work environment that promotes positive teaching, learning and service to others
- Sincere commitment to the success of every student and the enrichment and growth of our community

SAN JOAQUIN VALLEY PRIVATE JUNIOR COLLEGE – HANFORD, CA 2005 - 2008
BUSINESS ADMINISTRATION PROGRAM DIRECTOR / SITE COORDINATOR

Applied my expertise and knowledge in the Business field to assure program compliance with all applicable program accreditation and approval standards. Responsible for the coordination of SJVC's extension campus by performing a wide variety of duties and responsibilities related to marketing programs, admissions, student records, student services, and placement. Specific duties included:

- Interviewing, hiring, training, recognition and discipline
- Planning, assigning and directing employees to include appraising performance

SAN JOAQUIN VALLEY PRIVATE JUNIOR COLLEGE – HANFORD, CA 2004 - 2005
BUSINESS ADMINISTRATION PROGRAM INSTRUCTOR

Responsible for the delivery of lecture and/or lab instruction to a population of diverse students

TURNING POINT OF CENTRAL CALIFORNIA - VISALIA, CA 2000 – 2004
MANAGERIAL ACCOUNTANT

- Fiscal staff supervision to include / Training / Disciplinary / Performance
- General ledger reconciliation / Asset and inventory management
- Balance sheet analysis / Accounts payable

Notable Contributions:

- Considerably increased performance and morale within department through positive reinforcement, diversity strengths assessment and leveraging.

EDUCATION

MASTER OF ARTS EDUCATION-LEADERSHIP & ADMINISTRATION, Brandman U. Visalia, CA 2016

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT, University of Phoenix, Fresno, CA 2006

CERTIFIED TRAINER - A FRAMEWORK FOR UNDERSTANDING POVERTY,
DR. RUBY K. PAYNE AHA!PROCESS, INC., Concord, CA 2009

- Trainer certified in A Framework for Understanding Poverty with Dr. Ruby K. Payne, aha!Process, Inc. Actively facilitate teacher and staff trainings in under-resourced concepts to assist in teaching and mediating students from under resourced and diversified backgrounds.

CERTIFIED TRAINER - THE EMPOWERMENT DYNAMIC (TED)
David Emerald, co-founder of the Bainbridge Leadership Center, Bainbridge Island, WA 2011

- Trainer Certified in The Empowerment Dynamic (TED) with David Emerald, co-founder of the Bainbridge Leadership Center. Actively facilitate trainings on this framework helping participants gain insight on problem vs. outcome-oriented mindsets and the possibilities of moving from Victims to Creators in their lives.

Community & Volunteer Activities

Board of Director-Vice Chairman – Kings Community Action Organization (KCAO) 2013

KCAO is the exclusive anti-poverty agency for Kings County reaching out to low-income people to address their multiple needs and administer a full range of coordinated programs designed to have a measurable impact on poverty. As a member of the board I have the opportunity to share my knowledge, tools, and insights on diversity and poverty to help in furthering the organizations mission.

Awards and Recognitions

Latino Businessman of the Year 2010

Recognized as an inspiration and role model to the Latino Community by the **Professional Latin American Association of Kings County, CA**

San Joaquin Valley College
Curriculum Vitae - 2017
Howard Glenn Eagle DDS

WORK ADDRESS:

San Joaquin Valley College
Department of Dental Hygiene
333 H. Street, Suite 1065
Chula Vista, CA 91910
Phone: (619) 426-7582
Fax: (619) 781-9062
Email: Howard.Eagle@sjvc.edu

PERSONAL ADDRESS:

8896 Hampe CT
San Diego CA 92129
Phone: (858) 538-4805
Cell: (858) 344-0453
Email: Howard.Eagle@icloud.com

Dentistry in California #43943; Expires 12/31/2018
NPI # 1043215031
AHA Cardiopulmonary Resuscitation Certification/Automated External Defibrillation; Expires 09/2019
Controlled Substance Registration Certificate # FE3710919 Expiration 08/31/2018
Certificate of Residency in Prosthodontics 06/10/1994

California Dental Hygiene Educators' Association

- 2017-Current Screening Dentist**
Southwestern College Dental Hygiene
- 2014-Current Voluntary Clinical Instructor**
Department of Family & Preventive Medicine
University of California, San Diego, Health Sciences
- 2013-Current Dental Hygiene Instructor**
Department of Dental Hygiene
San Joaquin Valley College – San Diego Campus
Currently serving as Interim Campus President until closure in 11/2017
Full-Time Exempt (11/2013-Present)
Part-Time Non-Exempt (03/2013-11/2013)
- 1995-2013 Dental Officer**
United States Navy

MAY 1992 -JUNE 1994

Naval Dental School
Residency in Prosthodontics

SEPTEMBER 1980- MAY 1984

Marquette University School of Dentistry
Doctor of Dental Surgery

SEPTEMBER 1976- MAY 1980

Whittier College
BA Biology/Chemistry/Art

SAN JOAQUIN VALLEY COLLEGE

COURSE INSTRUCTOR:

2013-CURRENT

DH-10	Oral Biology and Histology
DH-110	Oral Biology Lab
DH-21	General and Oral Pathology
DH-32	Dental Materials
DH-132	Dental Materials Lab
DH-31	Pharmacology
DH-48	Periodontics 4

2015-CURRENT

2017-CURRENT

SUPPORTING INSTRUCTOR:

2013-CURRENT

DH-112	Head and Neck Anatomy Lab
DH-111	Dental Radiology Lab
DH-120	Local Anesthesia Lab

DH-123	Clinical Practice 1
DH 124	Clinical Seminar 1 Lab
DH-114	Intro to Clinic
DH-134	Clinical Practice 2
DH-399	Dental Hygiene Review

2015-Current UCSD Free Clinic Volunteer Dentist
2013-Current CDA Cares San Diego
2013-Current San Joaquin Valley College Advisory Board

2013

Navy and Marine Corps Commendation Medal

2002

Navy and Marine Corps Commendation Medal

1998

Navy and Marine Corps Achievement Medal

1992

Navy and Marine Corps Achievement Medal

COURSE NAME	SPONSOR	DATE OF COURSE	CE UNITS/HOURS
Assessment and Treatment of Medical Emergencies	Patriots Dental Study Club (125821098)	11/07/17	2
Complications in Periodontitis: To Save or Not to Save Compliance with Periodontal Patients: Minimizing Reoccurrence of Periodontitis	San Diego County Periodontists-Dr Susan Nguyen	10-19-17	2
Dogma in Dentistry-A review of Research Methodology in Periodontics (live interactive)	Patriots Dental Study Club (125821098)	10/17/17	2
Soft Tissue Diode Dental Laser Certification Program (Self Study)	International Center for Laser Education	10/17/17	6
A Guide to Clinical Differential Diagnosis of Oral Mucosal Lesions (Self Study)	Procter & Gamble Company	9/25/17	4
BLS for HealthCare Providers (live interactive)	American Heart Association	9/20/17	4
Soft-Tissue Implications in Regenerative Surgery (live interactive)	Dental Learning Systems, LLC	9/19/17	1
Practice Sales (live interactive)	Patriots Dental Study Club (125821098)	9/12/17	2
Zirconia Cementation: Increasing Predictability (Self Study)	Dental Learning Systems, LLC	9/12/17	2
Digitally Driven Dentistry: Utilizing Advances in Science and CAD/CAM Technology to Deliver Restorative Excellence (live interactive)	CDEworld AEGIS Publications, LLC	9/06/17	1
Navigating Adhesive Cementation of all Ceramic Materials (live interactive)	CDEworld AEGIS Publications, LLC	8/29/17	1
Oral Cancer Diagnosis and Treatment (live interactive)	UCSD Health	6/29/17	0/1
Pediatric Oral Pathology: An Overview Of Diagnosis And Management (Recorded Webinar)	Colgate Health Network	6/15/17	1
Silver Diamine Fluoride (live interactive)	Elevate Oral Care	6/01/17	1
The Use of a 10,600-nm CO2 Laser Mandibular Vestibular Extension in a Patient With a Chromosomal Disorder (Self Study)	AEGIS Publications, LLC	5/25/17	2
Single-Rooted Extraction Sockets: Classification and Treatment Protocol (Self Study)	AEGIS Publications, LLC	5/25/17	2
Infection Control OSHA Focus (Self Study)	MyDentalCE.com	5/24/17	2
California Dental Practice Act (Self Study)	MyDentalCE.com	5/24/17	2
Emerging Trends in Periodontics: What You Need to Know (Self Study)	AEGIS Publications, LLC	5/15/17	1
Diagnosis And Management Of Severe And Refractory Periodontal Disease (Self Study)	Tribune Group GmbH and Colgate Oral Health Network	5/4/17	1
Modulation of Host Cell Signaling as a Therapeutic Approach in Periodontal Disease (Self Study)	IMV,Ltd Dr. Bicuspid	5/3/17	1
Immunological and Inflammatory Aspects of Periodontal Disease (Self Study)	Procter & Gamble Company	5/3/17	2
Periodontics: Oral Health and Wellness I. Understanding Periodontal Health,	Procter & Gamble Company	5/3/17	4

Recognizing Disease States and Choices in Treatment Strategies (Self Study)			
Finance 101 for Dentists (live interactive)	Patriots Dental Study Club (125821098)	4/11/17	2
The Dentist as a Teacher-Part 2 (Live, Interactive) Putting Ourselves in the Shoes of the learner (2) Learning to Teach/Precept Motivational Interviewing and SBIRT Screening, Brief Intervention and Referral to Treatment (3.5) Challenging Situations in the Clinical Setting (2.5) Group Mentoring and Goal Setting (4.5)	ATS University Dental School	3/31/17 4/2/17	12.5
What a Real Pain! Appropriately Prescribing Opioid Analgesics in Dentistry (Self Study)	Colgate Health Network	3/23/17	1
Prosthetic Space Analysis: A MUST-KNOW rule for planning removable and fixed implant-supported prosthesis (Self Study)	Tribune Group GmbH	3/15/17	1
Pharmacology of Local Anesthetics: Clinical Implications (Self Study)	Procter & Gamble Company	2/22/17	3
Sedation in the Dental Office: An Overview (Self Study)	Procter & Gamble Company	2/22/17	2
OSHA Bloodborne Pathogen Standard 29 CFR1910.1030 (self-study)	ProTrainings	2/17/17	2
Common Soft Tissue Lesions (Self Study)	IMV,Ltd Dr. Bicuspid	02/14/17	1
Common Jaw Lesions (Self Study)	IMV,Ltd Dr. Bicuspid	02/13/17	1
FEMA IS 00100.HE Introduction to the Incident Command System ICS-100 for Higher Education 0.3 IACET CEU	Emergency Management Institute	02/08/17	3
FEMA IS-00700.a National Incident Management system (NIMS) An Introduction 0.3 IACET CEU	Emergency Management Institute	02/08/17	3
Oral Medicine Update (Bisphosphonates) (Live, Interactive)	Patriots Dental Study Club (125821098)	11/29/16	2
Dental Terminology and Professional Knowledge (Self Study)	Procter & Gamble Company	11/1/16	1
Smiles for Tomorrow American Academy of Pediatric Dentistry (Self Study)	Procter & Gamble Company	11/1/16	4
Direct Restorations (Live, Interactive)	Patriots Dental Study Club	9/27/16	2
Case Presentation and Acceptance (Live, Interactive)	Patriots Dental Study Club	5/17/16	2
Comorbidity of OSA & Craniofacial Pain/TMD (Live, Interactive)	US Navy Dental Corps	5/4/16	3
Basic Pharmacology-Pharmacodynamic and Pharmacokinetic Principles-(self-study)	Procter & Gamble Company	4/14/16	2
An Overview of Dental Anatomy-(self-study)	Procter & Gamble Company	4/14/16	1
The Dentist as a Teacher- (Live, Interactive) Putting Ourselves in the Shoes of the learner (2) Being a Teacher (3.5) Challenging Situations in the Clinical Setting (2.5) Group Mentoring and Goal Setting (4.5)	ATS University Dental School	4/8/16 4/10/16	12.5
Newest Advances in Glass Ionomer Technology -(Live, Interactive)	Viva Learning	03/30/16	1
I "Wanna" New Drug (self-study)	Tribune Group	03/30/16	1
Competency Based Education for the Dental Hygiene Educator-(Live, Interactive)	CDHEA\Diablo Valley College	01/23/16 01/24/16	9

Saliva: Liquid Magic (self-study)	Procter & Gamble Company	12/22/15	2
Dental Anatomy: A Review (self-study)	Procter & Gamble Company	10/21/15	2
New Advanced Restorative Solutions - The Glass Ionomer Revolution (self-study)	Viva Learning	10/19/15	1
Hepatitis-What Every Dental Professional Needs to Know (self-study)	Procter & Gamble Company	10/06/15	3
Post Exposure Evaluation and Follow up (self-study)	Procter & Gamble Company	10/05/15	1
Care & Maintenance of Dental Restorations (self-study)	Procter & Gamble Company	10/05/15	1
"Multi-Disciplinary Treatment With Orthodontics" - (Live, Interactive)	Patriots Dental Study Club	9/29/15	2
CPR Recertification -(Live, Interactive)	SJVC	9/18/15	3
Fabricating Dentures with a Digital Denture System (self-study)	Dental Learning Systems, LLC	9/09/15	2
Train-the-Trainer: ITR Techniques for Dental Hygiene Educators -(Live, Interactive)	University of the Pacific	7/01/15-7/27/15	30
Sterilization and Disinfection of Patient-care Items in Oral Healthcare Settings (self-study)	Procter & Gamble Company	6/30/15	1
All Clear Aligners are the same right? Wrong! -(Live, Interactive)	Patriots Dental Study Club	6/18/15	2
Infection Control for Dental Professionals: The California Requirement (self-study)	NetCE	6/16/15	2
The California Dental Practice Act (self-study)	NetCE	6/16/15	2
Risky Business: What is Your Strategy? (self-study)	Viva Learning	6/16/15	1
Do's and Don'ts of Porcelain Laminate Veneers (self-study)	Procter & Gamble Company	6/09/15	2
Periodontal Plastic Surgery (Live, Interactive)	Patriots Dental Study Club	5/19/15	2
Digital Dentistry/Table clinics (Live, Interactive)	US Navy	4/28/15	3
New Trends in Pediatric Dentistry (Live, Interactive)	Patriots Dental Study Club	4/21/15	2
Occlusal Restorative Design for Compromised Occlusions (self-study)	Spear Education	4/21/15	1
Oral Pathology (Live, Interactive)	SDCDS	4/17/15	5
Sedation in the Dental Office: An Overview (self-study)	Procter & Gamble Company	4/14/15	2
Inside HygienistPrep: Understanding National Board Preparation (Live, Interactive)	The Dental Connection Ent., LLC	4/10/15	1
OSHA Bloodborne Pathogen Standard 29 CFR1910.1030 (self-study)	ProTrainings	3/17/15	2
Meeting the Oral Health Needs of Individuals with Cancer (self-study)	Viva Learning	2/25/15	1
CAMBRA Simplified: Tips to Make Caries Management Do-Able in the Office (Live, Interactive)	Viva Learning	2/18/15	1
Marijuana Use and Oral Health (self-study)	Procter & Gamble Company	2/17/15	1
Looking at Faces from an Esthetic Viewpoint (self-study)	Spear Education	2/13/15	1
Diagnosis and Research of Wear (self-study)	Spear Education	2/13/15	1
An Update on Prevention Treatment Gels and	Viva Learning	2/13/15	1

Toothpastes (self-study)			
Solving Clinical Dilemmas with State of the Art Materials and Techniques (self-study)	Viva Learning	2/12/15	1
Endodontic Trauma (Live, Interactive)	Patriots Dental Study Club	2/11/15	2
Clinical Board Examiners Forum Regulations and Institutional Process (Live, Interactive)	CDHEA	2/08/15	3
Hands-On Calibration Session, Periodontal Instrumentation with Group Discussion, Sharing, and Q & A (Live, Interactive)	Pattison Institute	2/07/15	0/2.5
Best Practices Educators Forum (Live, Interactive)	CDHEA	2/07/15	3
Product Information Scientific Session (Live, Interactive)	CDHEA	2/07/15	1
Teaching Old and New in Oral Pathology (Live, Interactive)	CDHEA	2/07/15	3
Strategies for Successful Team Management (Live, Interactive)	Tribune Group GmbH and Colgate Oral Health Network	1/21/15	1
Putting Health Literacy into Oral Health Practice and Public Health Initiatives (self-study)	ADACE Online	1/21/15	1
Implants in the Esthetic Zone (Live, Interactive)	Patriots Dental Study Club	1/20/15	2
A New Focus on Bioactive and Biocompatible Materials (self-study)	Viva Learning	1/19/15	1
Mastery Assessments	SJVC Training	1/16/15	0/3
Let's Talk About Infection Control (Live, Interactive)	Tribune Group GmbH and Colgate Oral Health Network	1/14/15	1
Digital Imaging Techniques and Error Correction (self-study)	Proctor and Gamble	1/03/15	4
Ultrasonic Scaling and Why a Multi-instrument Approach is Crucial to Patient Outcomes (Live interactive)	Viva Learning	11/26/14	1
Diagnosis and Management of Oral Lesions	Tribune Group GmbH and Colgate Oral Health Network	11/17/14	1
How to have Influence (Professional development)	SJVC Temecula	11/14/14	0/2
Explore the latest technology in prophylaxis	Viva Learning	11/12/14	1
Tips and Tricks for Maxillary Anesthesia (2014)	Viva Learning	9/27/14	1
Treating the Special Needs Patient	Patriots Dental Study Club	9/23/14	2
Oral care for older adults	Tribune Group GmbH and Colgate Oral Health Network	9/23/14	1
Options for Mandibular Anesthesia	Viva Learning	9/18/14	1
Oral Malodor: A review of key principles	Tribune Group GmbH and Colgate Oral Health Network	9/13/14	1
Classroom Management and Expectations	SJVC Temecula	9/12/14	0/3
Implant Surgery/Prosthodontics	Patriots Dental Study Club	8/19/14	2
Current trends in endodontic technology	Patriots Dental Study Club	6/17/14	2
Oral Health Care for HIV+ Patients	Tribune Group GmbH and Colgate Oral Health Network	5/25/14	1

Technology for the modern dental office	Patriots Dental Study Club	5/20/14	2
Current trends in a changing world of dental business	Patriots Dental Study Club	4/22/14	2
Key Concepts of Ultrasonics	DENTSPLY International	4/21/14	2
Beyond Periodontal Medicine. How will new insights change the future role of dental profession?	Tribune Group GmbH and Colgate Oral Health Network	3/19/14	2
Understanding the psychology of dentistry: Patient compliance and motivation	SD Hygiene Study Club	3/10/14	2
Pain management and dental emergencies: Dr. Stanley Malamed	UCSD Pre-Dental Society	3/06/14	0/2
FERPA Family Educational Rights and Privacy Act Training	SJVC Faculty Training	2/25/14	0/2
"Mirror, Probe, Explorer": The Hidden Curriculum, Legal & Ethical Issues for Dental Hygiene Educators and Social Media, latest trends in dental technologies.	CDHEA	2/22/14-2/23/14	9
Medical Emergencies in the Dental Office	Patriots Dental Study Club	2/18/14	2
The Water Flosser: An evolutionary step in interdental care	Waterpik	2/10/14	3
Whitening: Beyond the Basics	Phillips	1/30/14	1
Local anesthesia calibration, Dental hygiene educator forum	WREB	1/26/14	3
Calculus Calibration	SJVC Faculty Training	1/09/14	0/1
Radiology Calibration	SJVC Faculty Training	12/20/13	0/2
Oral Health and dental treatment for the Pregnant Patient	Colgate OHN	12/13/13	1
Sleep Apnea	Colgate OHN	12/14/13	1
Examining Assessment from both sides of the desk	CENGAGE Learning	12/13/13	0/1
Dental Adhesives for Direct Placement Composite	Penn-Well	5/19/13	3
The Technology Behind Prosthodontics	US Navy	5/08/13	3
State of the Art Dental Hygiene	California Dental Association	4/13/13	2.5
Medical Emergencies in the Dental Office	California Dental Association	4/13/13	2.5
CA Dental Practice Act	California Dental Association	4/12/13	2
Managing Patient Conflicts	California Dental Association	4/12/13	1
Dental Materials Update	California Dental Association	4/12/13	5
Treatment of the Medically Complex Dental Patient-Assessment and Protocols	California Dental Association	4/11/13	2.5
Infection Control	California Dental Association	4/11/13	2
Medicine for Dentistry: Managing Patients with Common Medical Conditions	California Dental Association	4/11/13	2.5
Handling Refund Requests from Insurance Plans	California Dental Association	4/11/13	1
Dentrix Software Training	SJVC Faculty Training		0/8
Progeny Digital Radiography Training	SJVC Faculty Training		0/4
Ten Traits of Highly Effective Instructors	SJVC Faculty Training	5/24/13	0/1
Ethics in Health Care	UCSD Pre-Dental Society	5/9/13	0/2

New Faculty Orientation and Learning Outcomes	SJVC Training Faculty	5/01/13-5/02/13	0/16
New Materials for Implant Restorations	SD Implant Study Club	02/28/13	3
Common Oral Complications of Medication use	Colgate	12/11/12	1
Evidence Based Treatment Planning for the Partially and Completely Edentulous	SD Odontic Seminar	10/03/12	5
Current Advances in the use of the Straumann Implant System and Digital Impressions	SD Odontic Seminar	04/04/12	5
Fundamentals of CAD-CAM in Dentistry	SD Odontic Seminar	03/07/12	5
Achieving Exceptional Implant Results	SD Odontic Seminar	02/01/12	5
Body Dysmorphic Syndrome as it relates to Dentistry	SD Odontic Seminar	12/07/11	5
Selection and Use of Dental Cements	SD Odontic Seminar	11/09/11	5
FPD vs Endodontics vs Implants	SD Odontic Seminar	10/12/11	5
Treatment Options for the OSA Patient	US Navy	09/15/11	1
Update on Dental Anesthesia Techniques and Medications	SD Odontic Seminar	05/04/11	5
Ceramic Reconstruction Dentistry CAD/CAM Lecture	US Navy	04/18/11-04/20/11	20
Ceramic Reconstruction Dentistry CAD/CAM Hands-on	US Navy	04/20/11	4
Predictable Methods for Making the Modern Denture	SD Odontic Seminar	03/09/11	5
TMD Eminence vs Evidence	SD Odontic Seminar	01/26/11	5
Success in Implant Dentistry	SD Odontic Seminar	12/01/10	5
Infection Control, OSHA, California Dental Practice Act	The Irvin Company	11/17/10	4
State of the Art Technologies for Predictable Periodontal Health and Gingival Appearance	SD Odontic Seminar	10/13/10	5
Oral Surgery Update for the General Practitioner	SD Odontic Seminar	05/05/10	5
The Beauty of Gold Restorations	SD Odontic Seminar	03/03/10	5
Diagnosis, Management and Treatment of Common Oral Diseases	SD Odontic Seminar	02/03/10	5
Improving Communication with your Patients	SD Odontic Seminar	12/09/09	5
Esthetic and Predictable Direct Composite Restorations	SD Odontic Seminar	11/11/09	5
FEMA Incident Command System for Health Care	Emergency Management Institute	05/18/09	3
Understanding the Science of Tooth Decay and it's Prevention	SD Odontic Seminar	10/07/09	5
Vertical and Horizontal Dimensions of Implant Dentistry	AEGIS	09/07/09	2
Grafting Osseous Defects with DFDBA Putty	AEGIS	09/07/09	2
Implant Placement in the Esthetic Zone	SD Odontic Seminar	05/05/09	5
Dental Implants Decision Making and Treatment Planning	SD Odontic Seminar	04/01/09	5
Academy of Osseointegration 24 th annual meeting	AO	02/26/09-02/28/09	19
Digital Dentistry and Criteria for All Ceramic Selection	SD Odontic Seminar	03/04/09	5
Prosthodontic Pearls	SD Odontic Seminar	02/04/09	5

Jerry Franksen

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RELEVANT HIGHLIGHTS

- *In current role, simultaneously execute duties and responsibilities as President, Academic Dean, Dean of Student Services, Enrollment Services Director, and Facilities Manager*
- *Developed and Implemented strategic initiatives to increase graduate readiness focusing on a continuous modular process of interview and job search preparation and practice*
- *Increased campus placement to 71% 2016 Q3, 72% 2017 Q3, and projected 75% 2017 Q4*
- *Increased NCMA licensure 94% YoY from 2016 to 2017*
- *Collaborated with regional CP to execute strategic staffing and operations moves in 2016 that moved Madera campus measures for controlling costs to standard*
- *Beginning in 2016 and continuing presently, develop partnerships with community stakeholders – including Madera County services, Madera Unified School District sites, and other local entities – to increase SJVC presence, foster the student and employee brand, and provide education and experiential resources to community members through wellness clinics, job fairs, and other impactful events.*
- *Provided campus trainings and faculty development for the Aviation campus, Fresno region, and Madera campus*

PROFESSIONAL EXPERIENCE

San Joaquin Valley College

10/2002 – Present

Campus President I, Madera campus

5/2016 – Present

Academic Dean & Dean of Student Services, Madera campus (combined position)

2/2016 – 5/2016

Instructor & Instructional Coach, Fresno campus (combined position)

2/2015 – 2/2016

Academic Dean, Fresno campus

6/2012 – 4/2014

Dean of Student Services, Fresno campus

9/2007 – 6/2012

Division Manager / GE Program Director, Fresno campus

3/2004 – 9/2007

GE Instructor, Fresno campus

10/2002 – 3/2004

California Employers Association

9/2015 – Present

Trainer/Instructor, Training and Development Division

Deliver interactive workforce engagement and professional development seminars to leaders, employee groups, and dislocated/underemployed professionals seeking to re-enter the workforce

EDUCATION AND TRAINING

California State University – Fresno: BA, English

California Employers Association: *Professional Edge Training Series*

Disney Institute: *Approach to Business Excellence*

Skillpath Seminar: *Leadership and Supervision*

Human Resource Certification Institute (HRCI) Certifications

Leader Speak; Participatory Leadership; StrengthsFinder; SMART Goals; Social Media

COMMUNITY INVOLVEMENT

United Way Fresno & Madera Counties

Board Member

August 2017 – Present

Sherril A. Hein
12231 Dry Creek Drive
Rancho Cucamonga, CA 91739
(909) 899-2956

SUMMARY OF QUALIFICATIONS

An innovative executive with over 25+ years of experience in operations management. Outstanding record of improving profits by increasing sales, market penetration, program development and effectively managing cost containment. Excel in fast-paced environments that allow for creativity, strategic thought, relationship building and analysis of various business processes for optimization.

PROFESSIONAL EXPERIENCE

8/2002-Present San Joaquin Valley College Rancho Cucamonga/Ontario, CA
Campus President I

Under direct supervision of the COO the Campus President is responsible for the quality, operational effectiveness, growth and success of the day-to-day operations of the campus. Required to demonstrate leadership, strategic thinking, problem solving and an overall technical expertise through exceptional management. Accountable for attaining all campus assigned goals and objectives set forth by senior leadership.

- Develops and executes strategic and operational initiatives to achieve student, employee, and business goals
- Effectively manages campus profitability margin, ensuring campus achievement of enrollment and graduate services' modular, quarterly, and annual goals
- Actively assesses and provides direction to academic leadership, ensuring achievement of student and program outcomes.
- Ensures effective human resources management through strategic hiring, developing, leading and evaluating campus management team, staff and faculty
- Identifies opportunities to increase operational efficiencies, employs innovative systems that maximize shared resources to sustain outcomes.
- Assures compliance with all established SJVC policies and procedures, as well as federal, state, and accreditation mandates.

5/2000- 8/2002 Computer Education Institute Los Angeles, CA
Director

Accountable for day-to-day management of CEI's largest campus including student enrollment, financial aid, student retention, education, placement, and administration. Responsible for guiding and developing campus staff, preparing budgets and directing the schools daily operations.

- Responsible for increasing the profitability of the Los Angeles Campus through team leadership of a new, innovative student retention program – which I created.
- Coordinated and sustained interdepartmental teamwork and efficiency through regular management and staff meetings.

- Continuous communication and assistance to the highest levels of the corporation to benefit the overall efficiency of all campuses.

1993-2000

ITT Technical Institute

Santa Clara, CA

Director

Planned, organized and directed Education, Placement, Recruitment, Financial and Student Service departments utilizing the human and financial resources within the college to meet the business objectives. Implemented quality educational programs and services following and approved operating plan, policies and procedures.

- Developed business plan and operating budget, ensured achievement of the same.
- Managed budgeting/forecasting process, expense control, capital planning and profitability.
- Responsible for direction of all monies, expenditures and collections.
- Maintained Compliance with all applicable laws and regulations of accrediting organizations, and local state and federal to include financial aid and default management.
- Sustained a working liaison with all departments. Adhered with all hiring and promotion practices, EEO requirements, compensation policies, termination procedures and other personnel and operating procedures.
- Recruited, trained and developed key managers and other employees. Created a motivated, dedicated unit-wide team to accomplish goals and objectives.

Patricia L. Hruby

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Visalia, CA 93291

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Home Phone 559-735-9964 Cell phone 559-309-5619

2016-present

San Joaquin Valley College-Bakersfield/Delano Campus

201 New Stine Road, Bakersfield, CA

1920 Cecil Avenue, Delano, CA

Campus President

San Joaquin Valley College is a regionally accredited private junior college with 15 campuses across California, with an online presence

The Bakersfield Campus offers degree and certification programs in Medical, Technical and Business Programs

Responsibilities Include:

Management of all Departments, staff and faculty.

Training and hiring of, Leadership, Faculty, Admissions, Customer Service, Financial Aid, Facilities and Career Services.

Budgeting and Cost Control for SJVC Bakersfield/Delano Campus.

Instructor in the Business Program.

Accomplishments Include:

- Organization and implementation of processes.
- Strategically planned and executed a culture of success, measured by student attendance and course completion.
- Interaction with the local community through interaction and participation successfully introducing SJVC into the community.
- Development of strategic oversight and process to maintain ongoing success in measurable outcomes for SJVC Bakersfield/Delano Campus.

2015-2016

San Joaquin Valley College-Delano Campus

1920 Cecil Avenue, Delano, CA

Campus Director

San Joaquin Valley College is a regionally accredited private junior college with 14 campuses across California, with an online presence. The Delano Campus offers certification programs in Medical, and Business Programs.

Responsibilities Include:

Managing the opening of SJVC's newest Campus.

Management of all Departments, staff and faculty.

Training and hiring of, Leadership, Faculty, Admissions, Customer Service, Financial Aid, Facilities and Career Services.

Budgeting and Cost Control for SJVC Delano Campus.

Instructor in the Business Program.

Accomplishments Include:

- Organization and implementation of processes, to successfully launch a campus from temporary location to permanent location.
- Achieved 140% of initial enrollment budget.

- Strategically planned and executed a culture of success, measured by student attendance and course completion.
- Interaction with the local community through interaction and participation successfully introducing SJVC into the community.
- Development of strategic oversight and process to maintain ongoing success in measurable outcomes for SJVC Delano.

2012-2015

San Joaquin Valley College-Fresno Campus
295 East Sierra Avenue, Fresno, CA

Director of Enrollment Services:

San Joaquin Valley College is a regionally accredited private junior college with 13 campuses across California, with an online presence. The Fresno Campus offers associate degree and certification programs in Medical, Technical and Business Programs.

Responsibilities Include:

- Management of the Admission Department
- Management of the Financial Aid Department with emphasis on customer service relations
- Training and hiring of Admissions, First Contact (Customer Service Reps) and Financial Aid Officers
- Organization and attendance of prospective student workshops
- Management of scheduling and event planning for HS/campus field trips and events

Accomplishments include:

- Led our admissions team through the launch of the Madera Campus
- Achieved 101% of budget for quarter three and four for 2013
- Achieved 98% of budget for quarter one and two of 2014
- Strategically managed team to achieve percentage goals for personally developed leads, winning an institution wide contest, in 2013, delivering more leads than any other SJVC Campus
- Integrated Financial Aid and Admissions Advisor as one department to provide improved Customer Service and employee interaction
- Actively participated in the strategic planning and presenting at the quarterly all staff and faculty meetings
- Currently involved in the development, strategic planning and execution of campus wide goals to increase enrollment, attendance/course completion and graduation.
- Worked with the Fresno Campus Director to, staff, admissions, financial aid and customer service/First Contact at the new Madera, CA Campus
- Successfully implemented shared process for Aviation Campus. Creating a shared admissions model that remains successful and cost effective for the institution
- Master of Ceremonies for 2013 and 2014 Graduation

Affiliations:

Visalia Lions

2009-2012

Lee Central California Newspapers
300 W 6th Street, Hanford, CA

Director of Advertising:

Lee Central California Newspapers, 59,000 total circulations, consists of one daily, in Hanford California, two weeklies, Selma CA, and, Kingsburg, CA and two shoppers, Central Valley Guide and The Sentinel Sampler.

Responsibilities include:

Budgeting and cost control for classified and retail
Total advertising revenue for retail, classified and online advertising
Management of Advertising, Editorial and Circulation staff at two locations
Training hiring and developing sales staff at three locations
Managing and successful implementation of 5 new online products

Accomplishments include:

- Strategically motivating staff to their fullest potential during difficult economic times
- Successfully managing a staff to meet local goals and exceed them
- Successfully managing, corporate developed sales program, with record-breaking revenue two out of two years
- Successfully managing and implementing several local events to form new streams of revenue
- Worked with the management team to restructure and produce cost effective ways to increase OCF
- Implementation of editorial products to produce new revenue streams
- Overall restructure of advertising at all three locations to increase efficiency and increase revenue

Affiliations:

Hanford Chamber of Commerce
Lemoore Chamber of Commerce
Selma Chamber of Commerce
Kingsburg Chamber of Commerce

2000-2009 **NEW JERSEY HERALD/NJHerald.Com/ Shoppers Guide**
2 Spring Street, Newton NJ

Advertising Director:

The New Jersey Herald is a 19,000+ Sunday, and 15,000 daily newspaper covering Sussex County, NJ, Pike County, PA and Orange County, NY. The Shoppers Guide is a 45,000 direct Mail Total Market Shoppers guide, in Sussex County, NJ.

Responsibility includes:

Total advertising revenue and budgeting for the retail, classified advertising, web site, advertising and special projects.

Accomplishments include:

- Strategically managing, third party vendor sales program, with record-breaking revenue two out of two years.
- Successfully managing "CityXpress" Newspaper Auction program, which created new revenue stream.
- Launched the new NJHerald.com web site advertising rate packages
- Participated in NJHerald.com web site development and quality control committee with editorial and circulation to produce a successful local web presence.
- Introduced Vendor Support Niche Sections
- Created editorial and circulation guide lines for successful content and distribution of Vendor Sections
- Restructuring of the Classified and Retail Advertising Departments

- Development of special sections including editorial and circulation logistics, creating new revenue sources
- Development of new Retail and Classified rate structure
- Restructuring small and large space rate packages, as well as grand opening packages, to increase revenue and gain business back from local weekly and direct mail competition
- Development of promotional programs with local affiliation.
- Directing several promotional events with oversight of the Promotion Manager for successful project launch.
- Created Sales Staff Accountability
- Sales Staff Accounts Receivable Credit Control
- Development of web based revenue products
- Involvement in local organizations to enhance relationships with the community

Awards:

Winner of the 2007 NJPA General Excellence in Retail Advertising Award
2000-2008 NJPA award winning staff

Affiliations:

Vernon, NJ Rotary 2003-2007, Secretary 2007, Vice President 2008
Member of the Board of Directors of the Vernon, NJ Chamber of Commerce
Member of the Board of Directors, Domestic Abuse Services of Sussex County, NJ
Past Member of Board of Directors, Peter's Valley Art and Craft Village, NJ
Sussex County, NJ Chamber of Commerce
Orange County, NY Chamber of Commerce
New Jersey Press Assoc. Advertising Committee

Training:

American Press Institute Leadership Training
Zinger Miller Frontline Leadership Training, Integrity Training
Disney Management Training

Bachelor Degree
Communications/ Mass Media
Marietta College
Marietta, Ohio

Cheri D. Johnson
6122 Still Meadow Ln, Lancaster, CA 93536-1778
661-371-9969 (cell)
cheri.johnson@sjvc.edu

Education:

- **Doctorate of Education (Ed.D.)** – Professional Leadership, Transformation, & Inquiry (*in progress*) Concordia University May 2017 with expected year of completion 2021
- **Masters of Education (M.Ed.)** – Educational Leadership, Concordia University 2012 – 2013
- **Bachelors of Science in Education**, Miami University Oxford, Ohio 2004 – 2008
 - Minor in Coaching w/Thematic Sequence Focus in Psychology Development Patterns in Adulthood (Gerontology)

Experience:

San Joaquin Valley College – 2/2010 to present

- **Campus President / Director** – Lancaster – 12/2014 to present
 - Lead and support all areas of the campus; admissions, financial aid, career services, student services, facilities, and academic teams while holding accountable to all policies, procedures, and safety compliance regulations. Control cost and effectively maintain campus while producing positive results and potential growth outcomes.
- **Interim Campus Director / Dean of Student Services / Academic Dean** – Lancaster – 10/2014 to 12/2014
- **Academic Dean** – Hesperia Campus – 5/14 to 10/2014
- **Division Manager / Instructional Specialist Coach** – Bakersfield Campus – 10/2013 to 5/2014
- **Allied Health Division Manager** – Bakersfield Campus – 2/2011 to 10/2012
- **General Education /Anatomy & Physiology Instructor** – Bakersfield Campus – 2/2010 to 2/2011

Bakersfield Christian High School, Bakersfield, CA 8/2008 – 5/2011

- International Host/Student Coordinator, Substitute Teacher, Educational Support Staff, volleyball/softball coach, Bus Driver and Campus Services

Certifications:

- Western Association of Schools and Colleges (WASC) Accreditation Basics Certification
- Prevention of Sexual Harassment
- QPR Gatekeeper Certificate (Question, Persuade, Refer Suicide Prevention)
- CPR and AED (AHA BLS for Healthcare providers (expires 5/2019))
- First Aid (AHA expired 5/2019)

Cheri D. Johnson
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References:

- Melissa Traugh
Senior Project Manager
Wonderful Company
661-565-7659
Former colleague at San Joaquin Valley College (Dean of Student Services)/Friend

References continued:

- Ash Carter
Director of Instruction
559-303-6549 mobile
Current Colleague / Executive Council member of San Joaquin Valley College
Corporate Office – Visalia, CA
- Brandi Hammons
Regional Career Service Director
661-834-0126 office or 661-303-4833 mobile
Current Colleague / Leadership Team member of San Joaquin Valley College –
Bakersfield, Delano, & Lancaster, CA
- Mike McCloskey
Retired Academic Dean
661-619-4413
Past Supervisor of San Joaquin Valley College – Bakersfield, CA

Lisa A. Kisla
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SELECT ACCOMPLISHMENTS

- Invited to participate in the pilot program of the Aspiring Leadership Training
- Achieved 78% MA Grad Rate WIG for 2016
- Mentor new leadership members on WIGs and implementing strategic initiatives
- Serve as the primary leader in the absence of the Campus President
- Served on the ACCJC Standard 1B Self Study Committee
- Chosen to represent the Fresno Campus as a member of the Transformational Change Project

PROFESSIONAL EXPERIENCE

SJVC-Madera, CA

Campus President

December 2017-Present

Implements strategies to achieve campus and institutional goals. Hires and develops quality staff and faculty. Ensures compliance of all policies and procedures. Manages the resources needed to successfully run a campus and maintain the facilities. Analyzes student achievement data and implements strategic initiatives to reach student outcomes.

SJVC-Fresno, CA

Academic Dean

May 2014-December 2017

Supervise all faculty members, Program Directors, Learning Resource Coordinator, and Student Center Coordinator. Responsible for scheduling all courses and the participation of the Academic Department in campus events. Observe faculty members to ensure instructional effectiveness and integrity in the classroom. Analyze assessment and student mastery data to coach instructors on curriculum and instructional adjustments to improve student achievement. Create and maintain an annual Faculty Development calendar and coordinate all Faculty Development opportunities. Maintain an open and honest line of communication with Campus Director and directly supervised employees. Responsible for interviewing, hiring, and training qualified instructors. Complete instructor performance evaluations to praise, coach, and discipline as needed in a timely manner.

Interim Academic Dean/Division Manager

April 2014-May 2014

Division Manager

2010-May 2014

Oversee faculty qualifications, curriculum content, and outcome assessment. Supervise, observe, and evaluate performance of 20-30 faculty members. Responsible for scheduling for three programs. Develop, deliver, and assist with Faculty Development trainings. Liaison between Dean of Student Services and faculty members. Coach faculty members on effective instructional strategy implementation and consistent reflection and improvement to positively impact outcome mastery and student learning. Responsible for interviewing, hiring, and training qualified instructors. Evaluate instructor performance to praise, coach, and discipline as needed in a timely manner.

Admissions Advisor

2006-2010

Helped students find appropriate program to provide the education to improve their future. Retained students and helped to guide them through program to graduation.

ACCENTURE LEARNING – Fresno, CA

2004- 2005

National Instructor

Delivered B2B and retail training for AT&T/Cingular Wireless. Trained all new hire sales associates in products and services, sales strategies, customer service, and systems in a 10-day

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course required before entering the sales floor. Helped local managers establish company's expectations of new employees, evaluated new associates, and ultimately, determined new associates' readiness to begin selling. Consistently received top ratings in "Level 1" evaluations. Tailored course content to match audience and individual learning ability. Achieved unparalleled participation levels. Completed several special projects for training management team including development of course content and training materials.

AT&T WIRELESS SERVICES – Fresno, CA

1992- 2004

Senior Trainer Business to Business

Responsible for the development and delivery of training classes for the B2B sales channel. Collaborated with Achieve Global to customize multiple programs in order to increase training effectiveness. Developed course curriculum for product and service training, Certified other instructors for specific courses. Received a 99% evaluations approval rating from training attendees.

National Retail Account Executive

Responsible for supporting the National Retailers in the Central Valley and increasing the per door productivity. Achieved highest sales performance awards (Club 130). Developed strong relationships at multiple store and management levels. Launched national and local promotions to sales teams. Facilitated all classroom training and on-floor coaching for AT&T Wireless products and services.

Retail Sales

Provided wireless services to businesses and consumers. Achieved highest sales performance awards. Reduced customer churn with exceptional customer support. Prospected for new business by spearheading sales efforts at trade shows

Customer Care Coordinator

Established and maintained customer care relationships. Performed activations, account maintenance, customer service and billing duties for internal and external customers. Evaluated customers accounts and recommend new products. Processed payments, billed Account Receivable accounts, and assisted with monthly inventory

Account Executive

Provided domestic and international wireless solutions to Fortune 1000 businesses. Achieved highest sales performance awards (President's Club Winner). Presented solutions and trained clientele on wireless technology and product functionality. Accomplished high closing rate for new business and retained existing business. Consistently exceeded sales and marketing objectives.

MACY'S-Fresno, CA

1989-1992

Department Sales Manager

Responsible for achieving department quota, stock acquisition, annual inventory, and overseeing customer service. Interviewed, hired, trained, evaluated, and disciplined sales associates. Liaison for personnel management and sales staff.

Assistant Manager

Liaison for department manager and sales staff in customer relations, job objectives, and training, discipline, and sales motivation.

Sales Associate

Developed and assisted personal clientele.

Education

California State University, Fresno
Major: Business Administration`

References

Available Upon Request

**Experienced Educator & Leader: Connecting, Coaching, Investing in People;
Building Capacity through Strengths.
Caring Support Pastor: Shepherding, Discipling, Serving, Teaching, Equipping.**

Connectedness | Learner | Ideation | Achiever | Responsibility

Qualifications

- 18 years in education; 11 years in educational management
- 11 years training educators; 4 years training educational volunteers
- 7 years classroom experience
- Direct a campus of 300 students, 8 departments, and \$8 million dollar budget
- Provide supplemental and continued learning and training programs
- Develop and implement instructor training and support to increase growth capacity
- Steward resources and instructors to support up to 1000 students
- Heart to develop people and teams

Experience

Campus President I

2014-Present

San Joaquin Valley College, Hesperia, CA

Provide leadership and direction for a private, junior college campus committed to serving under-resourced students. Create a culture of support for student engagement and success from the admission process through the career placement process. Empower campus personnel to fulfill their roles confidently, conscientiously, and joyfully (yes, I said joyfully). Develop campus personnel professionally through a strengths-based approach. Lead the campus as an educational institution to balance the service of educating with the structure of good and necessary business practices. Challenge all campus constituents to be a community of learners. Facilitate cooperative cross-functional problem solving and collaboration in service to the students and graduates.

Academic Dean

2010-2014

San Joaquin Valley College, Rancho Cucamonga & Ontario, CA

Provide direction and oversight for all campus academic programs and instructors. Create and maintain a positive educational environment, encouraging instructor growth and program excellence for the success of the student population. Lead and support Division Managers and Program Directors in their professional growth and leadership. Administer campus educational resources to support student achievement and protect company assets.

Division Manager

2009-2010

San Joaquin Valley College, Rancho Cucamonga, CA

Supervise the Business Education department including the Business Administration, Criminal Justice, and Construction Management degree programs. Provide direction and leadership in instructional strategies and curricular needs. Support student success through support of instructors. Interact with employers and community constituents for the purpose of improving educational programs and strengthening bonds within the community.

Principal/Educational Director

2005-2009

Grace Academy School, Indio, CA

Provide teacher training for professional growth. Evaluate and develop curriculum for training and for classroom use. Devise strategies for personal and corporate improvement in line with the institution's vision and mission. Provide a safe and encouraging work environment with legal compliance and integrity. Develop and maintain budget aligned with school vision. Hire qualified teachers, aides, and support staff. Market school to the community to improve enrollments as well as to the local school districts to improve placement of graduates into high school programs.

Instructor/Teacher

1999-2005

Grace Academy School, Indio, CA

Implement curriculum, enhancing to best engage students. Monitor comprehension through student participation and evaluation. Work diligently to ensure successful mastery of subjects. Provide a learning environment that encourages stimulation. Identify the learning needs of each student and apply appropriate strategies to support their attainment of objectives. Consistently pursue personal growth as an instructor.

Technology**Desktop Publishing:***Microsoft Publisher, Adobe Pagemaker/InDesign***Business & Management:***Word, Excel, Access, Powerpoint, Outlook, SharePoint, OneNote***School Management:***SchoolMinder, GradeQuick, CampusVue, Angel & Desire2Learn LMS***Education and Certification***Bachelor of Arts, Theology**Associate of Arts, Liberal Arts**CBEST- California Basic Educational Skills Test**Microsoft Office Specialist – Word 2007, 2010, 2013; Outlook 2010; PowerPoint 2010*

References and volunteer experience available upon request

Adriana Ruiz

2825 Azalea Ct. Tulare, CA 93274 Cell Phone (559) 827-2377 Adriana.Ruiz9027@yahoo.com

PROFILE: Visionary professional with excellent communication, analytical and interpersonal skills with experience in building and maintaining positive business relationships.

EDUCATION: **M.A. in Educational Leadership**
Brandman University, Irvine, CA **Expected Graduation Date May 2018**

B.S. in Business Administration with Emphasis in Management
California State University, San Diego, CA **May 2003**

SKILLS:

- | | |
|-------------------------|----------------------------|
| ✓ Detail Oriented | ✓ Critical Thinker |
| ✓ Multi-task | ✓ Customer Service Focused |
| ✓ Professional | ✓ Adaptable |
| ✓ Team Oriented | ✓ Independent Thinker |
| ✓ Goal/results Oriented | ✓ Organized |

EMPLOYMENT:

Campus President I **01/2017-Present**
San Joaquin Valley College, Porterville, CA

- Develop and execute strategic and operational initiatives to achieve student, employee, and business goals.
- Effectively manage campus profitability margin.
- Ensure campus achievement of enrollment and graduate services' modular, quarterly, and annual goals.
- Develop and maintain partnerships with community stakeholders to increase SJVC presence

Corporate Career Services Specialist, Visalia, CA **07/2012-01/2017**

Career Services Advisor/Manager, Hanford, CA **07/2009-07/2012**
San Joaquin Valley College, Hanford, CA

- Assist Director of Graduate Services improve performance of 15 career services teams through training.
- Create and deliver comprehensive training to all new hire Career Services Managers and Advisors.
- Travel to all campus locations to provide immediate desk side coaching to remedy placement deficiency.
- Perform extensive audits to assist campus achieve compliance standards.

Staffing Manager **03/2006-07/2009**
Officeteam/Robert Half International, Visalia, CA

- Market to prospective clients via cold calls and in person visits to generate job orders (employment opportunities) utilizing a consultative sales approach.
- Provide candidates with job placement and coaching.
- Assist companies in recruitment process for their administrative staffing needs.
- Match candidates to employment opportunities based on skills and experience.

Account Executive **11/2004 - 06/2005**
Promark Financial, San Diego, CA

- Open and manage new term life insurance accounts for families.
- Perform needs analysis with families to ensure they purchased appropriate insurance coverage.

Shift Manager **02/2001 - 03/2005**
DialAmerica Marketing Inc., San Diego, CA

- Manage and direct all aspects of outbound call center operations.
- Developed and executed training program for new Telephone Sales Representatives.
- Strategize and implement effective daily calling plan to meet multiple program sales goals.

Jeffrey S Rutherford, MEd., RRT, RCP

• (916) 718-1674 • jeff.rutherford@sjvc.edu

Work Experience:

- Campus President - San Joaquin Valley College, Rancho Cordova, CA April 2009 - Present
- Respiratory Therapy Program Director - San Joaquin Valley College, Rancho Cordova, CA January 2006 - Present

Professional Summary:

Campus President

- Energetic and dedicated administrator; response for providing the vision, leadership and direction of the campus. Directly responsible for the management and oversight of campus operations, education, admissions, financial aid, and career services, as well as, maintenance of facilities. Interacts with students and staff on a daily basis to maximize employee effectiveness, resulting in growth in student enrollment, completion, and placement rates. Maintains communication and operational effectiveness between campus and Central Administrative Office, community, peers, and accrediting bodies. Full accountability for campus profit an loss, budget management, and regulatory compliance

Program Director

- Over 27 years of management experience in healthcare environment
- CA Licensed, Registered Respiratory Therapist with 27 years experience in adult, pediatric, and neonatal respiratory care. Specializing in adult and neonatal critical care transport, neonatal intensive respiratory care, and advanced practice respiratory care education.
- Directly responsible for the programmatic operations and outcomes of the Advanced Level Respiratory Care program. Provides direct supervision and professional development for 17 faculty members

Credentials & Licensure:

- RRT - National Board for Respiratory Care; Registry # 88196 Expires 12/31/2019
- RCP - California Board for Respiratory Care; License # 19336 Expires 8/31/2018

Education:

- Masters in Educational Leadership and Administration
Brandman University, Roseville, CA December 2012
- *Graduated with Honors*
- Bachelors of Science in Health Care Services
University of Phoenix, Phoenix, AZ December 2006
- Graduated with Honors
- Associates of Science in Respiratory Care
California College for Health Sciences, National City, CA March 2004
- Graduated with Honors

Society Memberships:

- Active member of American Association for Respiratory Care
 - Education and Transport Committee Member
- Active member of California Society for Respiratory Care

Robyn Whiles

22255 Village way Dr. Canyon Lake, CA 92587 951-265-1595

Whilesrr@gmail.com

PROFILE

A highly experienced education career professional with multiple years of experience as Campus President, Academic Dean, Program Director, consultant, and teacher. With both public school and junior college instructional experience, including expertise in curriculum development, as textbook editor, workshop presenter, content expert, and program development.

ACCOMPLISHMENTS Currently a Campus President for startup campus of a private postsecondary college. Supervise all aspects of daily operations. Oversee staff and faculty with budget considerations, student success, and growth of campus. Success with creating teams to support growth of career school campus to a population of over 400 students. Experienced in both the hiring, training and on going evaluation of 75 plus educators. As a highly professional educator, I have expertise in creating a team-oriented culture, driving metrics to achieve, planning/coordinating training, evaluating processes for improvement, and tracking/directing employee's growth for success in a variety of learning settings/subjects.

EDUCATION

Bachelor degree in Business Administration – Emphasis in Marketing
American Intercontinental University

Supervision and Management Certificate
Cal Poly Pomona

Ryan Designated Subjects Credential
UCLA

Certificate in Business Administration
SJVC Online

EXPERIENCE

San Joaquin Valley College – Temecula 27270 Madison Ave., Temecula, CA 92590
Campus President, Academic Dean, Program Director, Medical Assisting Instructor
2002 - present

Baldy View ROP 135 Spring St., Claremont, CA.
Program Manager, Instructor

Cal Poly Pomona, Department of Education, 3601 Temple Ave., Pomona, CA.
Professional Development Consultant California department of Education, Health Occupation Students of America