

# **Exhibit IIIA.13**

## **Administrator Resumes (Executive Council)**

# **Senior Management Resumes**

# Michael S. Abril

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<p><b>Current Position</b></p>	<ul style="list-style-type: none"> <li>▪ 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)</li> <li>▪ Michael S. Abril, A Professional Law Corporation, Owner-Attorney, private law firm focusing on business and real estate transactions, 1/14– Present</li> </ul>
<p><b>Education</b></p>	<ul style="list-style-type: none"> <li>▪ University of Southern California – Marshall School of Business <ul style="list-style-type: none"> <li>• MBA (1984 – 1986)</li> </ul> </li> <li>▪ University of Southern California Law School <ul style="list-style-type: none"> <li>• J.D., Law (1982-1986)</li> </ul> </li> <li>▪ University of California, Davis <ul style="list-style-type: none"> <li>• A.B., Economics &amp; Political Science (1978 – 1982)</li> </ul> </li> <li>▪ South High School (1974 – 1978)</li> </ul>
<p><b>Licensure and Admissions</b></p>	<ul style="list-style-type: none"> <li>▪ Member, California State Bar (1986 to present)</li> <li>▪ 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</li> </ul>
<p><b>Teaching Positions</b></p>	<ul style="list-style-type: none"> <li>▪ Cal State Bakersfield: Adjunct Faculty –Extended Studies Program (2002 – 2013)</li> <li>▪ University of Phoenix: Lead Faculty – Business Law (Sept. 2004 – Aug. 2005)</li> <li>▪ University of La Verne: Adjunct Faculty – Business Law &amp; Ethics (1997 – 2005)</li> <li>▪ University of Phoenix: Adjunct Faculty – Business Law ( 1997 – 2004)</li> <li>▪ California Pacific School of Law: Adjunct Faculty – Real Estate Finance Law, Bankruptcy, Agriculture Law, and Land Use (1997 – 2002) (Dean, 2000)</li> </ul>
<p><b>Affiliations</b></p>	<ul style="list-style-type: none"> <li>▪ First Presbyterian Church <ul style="list-style-type: none"> <li>• Treasurer (2012 – Present)</li> <li>• Elder ( 2006 – 2012)</li> </ul> </li> <li>▪ Young Life of Kern County (TDS Chair, 2017 – Present)</li> <li>▪ California Association of Private Postsecondary Schools (Board of Directors: 2017-Present)</li> <li>▪ Career Education Colleges and Universities (2013-Present)</li> <li>▪ Bakersfield Museum of Art, Board of Directors (2009-2012)</li> <li>▪ American Bar Association (2013-Present)</li> <li>▪ California State Bar <ul style="list-style-type: none"> <li>• Real Property Section</li> <li>• Business Law Section</li> </ul> </li> <li>▪ Agribusiness Committee of the State Bar (Co-Chair: 1998 – 1999)</li> <li>▪ Kern County Bar Association <ul style="list-style-type: none"> <li>• Board of Directors (2000 – 2003)</li> <li>• In House Section (Secretary; 2017-present)</li> </ul> </li> </ul>

<b>Prior Work History</b>	■ 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

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## 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)

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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

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## 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**

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## 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
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## 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
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## 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

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

## SUMMARY OF QUALIFICATIONS

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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

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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**

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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**

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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  
russl@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

**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

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**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

# **CAO Directors Resumes**

# Annette Austerman

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## Accomplishments

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- 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

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### **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

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

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

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# Ashley Windsor Carter

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

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## Professional Summary

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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.

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## Skills

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- 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

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## Education

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- **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

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## Work History

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### 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 339<sup>th</sup> 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  
mscotthager@gmail.com

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## **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)**

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**EDUCATION:**

**University of California, Irvine, The Paul Merage School of Business, Irvine, CA**

**(2007)**

Master of Business Administration (MBA)

- 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](mailto: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**

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**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*

**Beth Hyde**

39530 Millwood Dr. Woodlake CA, 93286 559.799.2300

[Beth.hyde@sjvc.edu](mailto:Beth.hyde@sjvc.edu)

October 1<sup>st</sup>, 2018

## Experience

### San Joaquin Valley College, Visalia, CA

March 2017 to current

#### **Title: Creative Director**

As the Creative Director, I serve as the creative lead for the marketing department. I am responsible for the development and production of communication content and materials for various College stakeholder groups.

#### **Responsibilities include:**

- Develop creative that communicates effectively with prospective students, current students, faculty, staff and public
- Ensure compliance with regulatory standards related to messaging and content of all student recruitment activities
- Manage projects to design and produce marketing communication materials for all media
- Collaborate with marketing team to effectively represent the College on social media platforms
- Perform other duties as assigned

### San Joaquin Valley College, Visalia, CA

February 2012 to March 2017

#### **Title: Director of Communications**

As Director of Communications, I worked to develop, execute, monitor, and evaluate of the College's marketing communication programs including campaigns and communication initiatives designed to inform, educate and persuade internal constituent groups as well as the community at large in the markets served by the College.

I worked with Vice President of Enrollment Services to:

- Identify and prioritize the marketing communication needs of the College
- Develop budgets for implementation of campaigns and initiatives
- Monitor and evaluate results to inform strategic decisions and operational improvement

I directed corporate marketing staff in efforts to:

- Develop creative that communicates effectively with the target audience
- Execute communication campaigns and initiatives
- Ensure compliance with regulatory standards for student recruitment

I worked with Executive Council and College community to:

- Identify and prioritize the internal communications needs of the College
- Communicate effectively with students to build community and improve success rates
- Connect the College's constituent groups through public communication and dialogue

Supervisory Responsibilities: I directly supervised the corporate staff in the marketing department including the Interactive Marketing Manager, Online Community Manager, Media Planner, Paid Web Manager, Affiliate Specialists, Administrative Assistant and Graphic Designers. I carried out supervisory responsibilities in

accordance with the organization's policies and applicable laws and was responsible for interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

### **San Joaquin Valley College, Visalia, CA**

December 2007 to February 2012

#### **Title: Director of Public Relations**

As Director of Public Relations, I worked to develop, execute, monitor, and evaluate an annual internal marketing campaign. Each campaign is designed to improve communication and service to two constituent groups: employees and students.

#### **Responsibilities included:**

- Development of campaigns - including preparation of all collateral materials; determines the optimum mechanism for delivering the campaign [i.e., portal, posters, mailers, etc.]; develops systems to track results; train campus staff; assess and report on success of campaign
  - Works with corporate staff responsible for human resources, marketing, admissions, instruction, curriculum, graduate services, financial services, and network operations, identify events that are date-sensitive [i.e., grant application deadlines, insurance enrollment]
  - Based on results of semi-annual institutional surveys, develop campaigns to address those items that fall below acceptable thresholds
  - Increase effective utilization of available resources by employees and students (student center, campus libraries, SJVC portal, topical support queues, employee assistance program, etc.)
  - Produce quarterly newsletter
- Maintain assigned sections of SJVC portal
- Generate and implement ongoing public relations programs with students to improve retention and student success
- Coordinate with the Director of Marketing and Admissions to identify and publicize success stories to external publics
- Coordinate with Human Resources to design and implement employee appreciation and related campaigns

### **San Joaquin Valley College, Visalia, CA**

January 2006 – December 2007

#### **Title: Assistant Director of Marketing**

As the Assistant Director of Marketing, I worked to design and execute a variety of marketing communication projects including primary research, media buying and creative production. Working directly with the Director of Marketing and Admissions, we were responsible for fulfilling the three commitments of the marketing department; generate lead flow sufficient to meet College start goals, build and manage the SJVC brand and equip admissions with effective communication tools.



## **Responsibilities included:**

- Managing marketing project administration and execution
- Directing the input and maintenance of marketing data
- Building and administering media buys
- Served as primary contact for media representatives
- Handled copy writing and editing
- Offers administrative support functions for marketing and admissions trainings
- Reconciles affidavits, tearsheets with broadcast and insertion orders
- Participates in and documents campus marketing meetings
- Participates in and documents graphic standards committee meetings
- Performs other job duties as assigned.

## **San Joaquin Valley College, Visalia, CA**

January 2001 – December 2005

### **Title: Marketing Assistant**

As the Marketing Assistant for San Joaquin Valley College, I provided administrative support for marketing operations and initiatives.

## **Responsibilities included:**

- Administrative and clerical support
- Daily monitoring of lead flow at each campus
- Data entry and maintenance
- Proof advertising copy and content
- Reconcile media invoices and insertion orders
- Administer check requests for sponsorships and advertising
- Performs other duties as assigned

## **Education**

University of Arizona | Tucson, AZ

BS Business Administration 1981, concentration in marketing

## **References**

Joseph Holt

Chief Operating Officer for Ember Education

[josephh@embered.com](mailto:josephh@embered.com)

Jeanne Taylor

Partner at Aldrich CPAs & Advisors

[jtaylor@gltcpas.com](mailto:jtaylor@gltcpas.com)

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

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#### EDUCATION

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*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**

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#### RELATED WORK EXPERIENCE

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*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

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**TECHNICAL EXPERTISE**

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**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**

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### **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

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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

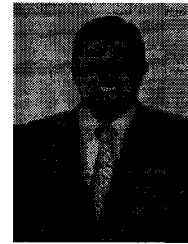
### **ADMISSIONS SPECIALIST | SAN JOAQUIN VALLEY COLLEGE | 2004 TO 2011**

- \* 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](http://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 4<sup>th</sup> 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](mailto: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

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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**

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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**

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- 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**

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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**

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

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# **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

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## PROFESSIONAL EXPERIENCE

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***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.

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**EDUCATION**

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**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](mailto:ben.almaguer@sjvc.edu)

Cell: 559.805.8375

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## 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.

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### 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

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### 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.

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### 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**

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**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**

# Jerry Franksen

Cell: (559) 906-1469

Email: jerry.franksen@gmail.com



<http://www.linkedin.com/in/jerryfranksen>

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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**

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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**

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**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**

3944 West Delta Ave

Visalia, CA 93291

Email [thruby9@yahoo.com](mailto:thruby9@yahoo.com)

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 6<sup>th</sup> 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

# BRANDI HAMMONS

7101 Darrin Ave.  
Bakersfield, California 93308

661-303-4833  
brandi.hammons@sjvc.edu

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## Career Profile

Goal-oriented professional and Masters of Psychology graduate with strong communication and interpersonal skills. Effective critical thinking, organizational and planning experience. Strong work ethic with demonstrated success in both teamwork and individual situations. Strengths include sales, leadership, and training.

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## Core Knowledge & Skill Areas

Retention	Talent Acquisition	Networking
Training & Development	Compliance	Student Dispute Resolution
Sales	Performance Management	Institutional Effectiveness
Develops and Executes Strategic Initiatives		

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## Relevant Experience

**SAN JOAQUIN VALLEY COLLEGE** Bakersfield, CA 8/2018- Present  
Receive and investigate student complaints, conduct fair and thorough investigations, oversee production, reconciliation and routing of employment verification, establish modular placement goals for campuses, collect data regarding employment, licensure, placement outcomes, registry exams, recruit, screen and interview qualified candidates for Career Services positions, and conduct assessment of institutional outcomes.  
*Director of Graduate Services*

**SAN JOAQUIN VALLEY COLLEGE** Delano, CA 4/2018- Present  
Develop and execute strategic and operational initiatives to achieve student, employee and business goals. Achieve campus enrollment and graduate services goals, ensure effective human resource management, hiring, developing and leading staff and faculty.  
*Campus President I*

**SAN JOAQUIN VALLEY COLLEGE** Bakersfield, CA 12/2013-8/2018  
Oversee Career Services Departments for Bakersfield, Lancaster and Delano. Provide leadership and strategy execution to achieve/exceed placement goals for each campus. Ensure that each of the teams are meeting daily, weekly, and modular activity goals. Administer new Career Services Training for new employees. Provide weekly observations and feedback to the Career Services team to increase activity and placement outcomes. Conduct Advisory Board Meetings for all 3 campuses, oversee that externship and CSS100 orientation is being completed by the departments.  
*Regional Career Services Director*

**UEI COLLEGE** Bakersfield, CA 5/2012-9/2013  
Manage the Career Services Department, design and develop strategic plans to exceed company benchmarks, coordinate job placement for graduates, network with the community to develop externship and business relationships, develop and maintain employer database, track placement rates per program and per cohort, conduct mock interview and professional development courses to improve professionalism with our students and graduates.  
*Associate Director of Graduate Services*

**SANTA BARBARA BUSINESS COLLEGE** Bakersfield, CA 12/2010- 5 2012  
Oversee instructional staff in the department, monitor academic, behavioral, and attendance concerns with students in the program. Responsible for providing instruction in a variety of teaching modalities. Responsible for managing and mentoring instructors in the department. Responsible for implementing student activities both on campus and in the community.  
*Lead Faculty for Early Childhood Education Department*

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## Education

**University of Phoenix**, Bakersfield, CA  
*Masters in Psychology*

**University of Laverne**, Bakersfield, CA  
*Bachelors of Arts in Liberal Studies*

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



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661-371-9969 (cell)  
[cheri.johnson@sjvc.edu](mailto:cheri.johnson@sjvc.edu)

**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**  
3997 Harlan Ranch Blvd. Clovis, CA 93619  
(559) 285-5617  
[lisa.kisla@sjvc.edu](mailto:lisa.kisla@sjvc.edu)

### **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*

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# Adriana Ruiz

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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

**LIONEL C. SMITH**  
2318 Aspen Street  
Hanford, California 93230  
(559) 707-9513  
Gliderpilot1@comcast.net

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**OBJECTIVE:** Employment in the field of aviation maintenance as Campus President for San Joaquin Valley College, Aviation Campus.

**PROFESSIONAL HIGHLIGHTS:**

- Seven years of experience as Airframe and Power Plant Instructor for the Aviation Maintenance Program at San Joaquin Valley College
- Twenty-six years of experience in the US Navy working with multiple aircraft and aviation training simulators. Worked as Managing Instructor; Senior Enlisted Advisor and Operations Manager.
- Developed and implemented educational and training programs for hi-tech operations and multiple maintenance/repair environments. Developed curriculum, course materials, and managed groups of instructors and team trainers.
- Maintenance Officer for Lemoore Naval Flying Club - 8 years of recent experience on General Aviation aircraft performing scheduled and unscheduled maintenance and 100 hour/annual inspections.

**PROFESSIONAL LICENSES**

- FAA Licensed Pilot in both gliders and single engine aircraft
- AIRFRAME LICENSE – (July 2010)
- POWERPLANT LICENSE – (November 2010)

**PERSONAL ATTRIBUTES:** Highly motivated and dedicated professional with well-developed communication skills. Effectively establishes rapport and interacts with individuals of diverse backgrounds and experience levels.

**EDUCATION:**

**Certificate in Aviation Maintenance – San Joaquin Valley College – November 2010**

- Perfect attendance award
- 4.0 GPA
- Student Council President

B.A. Degree in Business Administration - Columbia College - Columbia Missouri

**EXPERIENCE:**

**SAN JOAQUIN VALLEY COLLEGE**

11/10 – 03/18

A&P Instructor

Seven years of experience teaching the various General and Airframe courses ensuring students achieved all required outcomes. Provided guidance and counseling to students on a daily basis to ensure their success...

**ALTRA POOLS**

2/05 – 12/07

**Service Manager**



Supervised nine personnel maintaining 650 accounts. Processed work orders, ordered and received parts, established daily priorities for repairs and maintenance. Recruited and trained new personnel in proper maintenance procedures and paperwork requirements. Cultivated an excellent rapport with customers when dealing with complaints or concerns.

#### RENT-A-CENTER

1/03 – 1/05

##### **Account Manager/Credit Manager/Sales Manager**

Managed 405 accounts on a daily basis ensuring on-time rental payments. Quickly and professionally handled all customer service issues. Resolved all past due accounts consistently meeting daily company standards. Generated new accounts on a daily basis through referrals and walk-in customers setting new sales records. Completed end-of-day reports, cash drawer counts, daily deposits, and store closing requirements.

#### ECKERD DRUG

9/01 – 4/02

##### **Assistant Store Manager**

Managed all facets of daily operations. Provided excellent customer service. Quickly and professionally resolved customer complaints to ensure 100 percent customer satisfaction. Supervised/trained associates to ensure full compliance with company policies. Completed required daily reports, drawer cash counts and deposits. Set merchandise displays according to Plano grams.

#### UNITED STATES NAVY

Patrol and Reconnaissance Force, U.S. Pacific Fleet

##### **Managing Instructor 4/98-6/01**

Developed and implemented improved and streamlined training processes for use at-home and on deployment, of the Aviation Warfare Systems Operator (AW) courses, a highly technical and complex program for both acoustic (processes underwater sound signatures) and non-acoustic (processes radar, infrared, magnetic anomaly signatures) system operators. This comprehensive program defines skills required and outlines direction to fully support complex workload sharing capabilities of the Advanced Aircraft Avionics Improvement Program involving more than 500 operators fleet-wide. Oversaw and directed 6 chief petty officer instructors, 11 enlisted personnel and 2 civilians. Developed and managed the tactical training team and post-graduate tactics training curriculum for AW's in 6 Pacific squadrons (250+ personnel). Coordinated acquisition of new ADP and communications equipment to enhance productivity of the Training Department.

- *Awarded Navy and Marine Corps Commendation Medal for demonstrating superb management skills, relentless drive, inspirational leadership, professional knowledge, sound judgment and attention to detail*

Fleet Aviation Specialized Operational Training Group Atlantic - Jacksonville, Florida

##### **Senior Enlisted Advisor 5/95 - 3/98**

As manpower manager, oversaw the administration and coordination of five departments handling the training of 5200 personnel annually. Supervised 60 personnel. Personally managed overall training and performance of groups of 60 to 100 enlisted personnel.

- *Complimented for developing cohesiveness with detachment split between 3 sites and having the leadership skills and professional abilities to guarantee success in every undertaking*
- *Received personal thank you note from the commanding officer saying "I under estimated what one individual could do toward improving a command and its climate..."*

Patrol Squadron 24

##### **Operations Manager 6/92-5/95**

In charge of long range planning and daily scheduling of 150 officers and enlisted personnel for operational and training flights. Managed \$980,000 quarterly budget. Supervised 3 chief petty officers and 41 enlisted personnel.

- *Awarded Navy Commendation Medal for outstanding performance and leadership*
- *Highly complimented on evaluations "for accomplishing more with less", "given complete authority and trust to act in the operations manager's absence" (the only enlisted member to have this level of authority), "superb leader, quickly recognizing his people as the Navy's number one asset", "flawless planner...."*

## ***Robyn Whiles***

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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*

# JAMES D. RITCHIE -MBA, MM

32419 Alpine Court  
Temecula, CA 92592

Tel: 951.553.3871  
Email: ritchie.jamesd@gmail.com

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## PROFESSIONAL SUMMARY

A proven leader with initiative, drive, and motivational skills resulting in desired results. Adept at strategic planning, data analysis, and partnership used to exceed performance expectations while operating within budgetary requirements. Success is achieved through strong internal/external customer relationships, collaboration, and an ability to effectively manage and motivate others to achieve business growth while supporting corporate objectives.

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## EDUCATION & TRAINING

**Master of Management**, University of Phoenix, Phoenix, AZ

**Master of Business Administration**, e-Business, University of Phoenix, Phoenix, AZ

**Bachelor of Arts**, International Business/Japanese, California State University, Fullerton, CA

**Emergency 30Day Substitute Teaching Credential**, Commission on Teacher Credentialing, Sacramento, CA

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## PROFESSIONAL EXPERIENCE

**SAN JOAQUIN VALLEY COMMUNITY COLLEGE** 2/2018 - PRESENT

### DIRECTOR eLEARNING OPERATIONS

Responsible for the quality, efficiency, and successful day to day operations of the Admissions, Financial Aid, and Registrar elements of the eLearning modality. Provides quality eLearning operations while designing and improving work flows.

### LINEAR ADMISSIONS ADVISOR

1/2017 - 2/2018

Prospect, qualify, enroll, and prepare students for success in the (AS & BS degree) Respiratory Therapy programs in a compliant manner. Partner with students to realize their need for higher education. Provide students with guidance and direction.

### ED2GO, TEMECULA, CA

2013 - 2016

### NATIONAL ACCOUNT DEVELOPMENT MANAGER

Lead an inside/outside sales team who delivered courses to a portfolio of university partner accounts. Developed and directed the sales strategies and operations management to increase sales and profitability for the company's sales team. Identify business need and trends to enhance the account/student experience.

#### Key Accomplishments:

- Project Lead (Salesforce Optimization, Pay it Forward, Agreement process with checks & balances)
- Geographically aligned & implemented AM territories with improved account/site balance
- Improved team chemistry through leadership, enhanced communication and personal accountability

### PARTNER HELP DESK MANAGER

Leads the partner/customer help desk department and ensures a timely response with the goal of first contact resolution. Identified and implemented efficiencies to enhance the partner experience. Improved the partner training sessions and maintained and updated the SOP library.

### UNIVERSITY OF PHOENIX, MURRIETA, CA

2008 - 2013

### ENROLLMENT/RECRUITMENT

Provide guidance and direction to students in pursuit of their academic goals. Partner with students to realize true motivational need for higher education. In a compliant manner, qualify students for admissions, assist in degree selection, complete the enrollment process and prepare students for academic success online and in class.

#### Key Accomplishments:

- Top recruitment performance at 100 -110 new student enrollments per year
- High recruitment student retention rate of 92%. Average of 85 referrals per year
- Partnership with senior leadership with proposed solutions inclusive of mature leads strategy, a Reg vs. No Start analysis with recommendations, and an employee engagement strategy
- Project lead to increase CEL (business development) lead conversions and various other team initiatives

- Team leader facilitating New Student Orientation, team meetings, and attend manager meetings
- Mpower & Boot Camp graduate - Team Captain – First place finish, Multiple traveling trophy recipient for highest ACC conversion, Most improved award recipient
- Employee of the Month, multiple Planning Performance award recipient

**Faculty** 2007 - 2010

Faculty - Application of business experience, concepts, and principles into course lesson plans for the purpose of educating and developing undergraduate students in class and online. Created interactive lesson plans effective in relaying course curriculum. Developed critical thinking and collaboration skills among students. Approved to teach undergraduate management, marketing, ethics, and critical thinking courses.

**PANASONIC AMERICA CORPORATION, SECAUCUS, NJ** 2006 - 2008

**WESTERN REGIONAL SALES MANAGER**

Managed an 8-state/\$7 million territory selling personal care products to various retail channels. Provided sales leadership while managing 20 outside sales representatives through new account development, territory planning, and product positioning.

*Key Accomplishments:*

- Managed Amazon.com to become the third largest revenue producing customer within the division
- Leveraged senior Amazon.com relationship to negotiate an exclusive product launch
- Negotiated and developed two multi-million dollar promotions with JC Penny's.
- Implemented a territorial forecast process to improve accuracy and reduce inventory levels.
- Through consultative selling and opened key accounts such as: Fred Meyer, Gottschalk's, and Dillard's
- Lowered A/R receivables through enhanced customer A/P communication

**EXPRESS COMPUTER SUPPLY, LLC, SAN DIEGO, CA** 2004 – 2006

**DIRECTOR OF SALES**

Developed and directed the sales strategies and metrics to increase sales and profitability for the company's sales team. Formulated and implemented long-range strategic market plans to increase sales and channel penetration. Established strategic relationships with key vendors and escalated partnerships with customers through contract negotiations and relationship building.

*Key Accomplishments:*

- Re-defined and aligned customer territories to create channel professionals
- Developed team performance to double the annual sales volume to \$35 million
- Increased average team outbound telephone sales calls from 14 to 75 calls per day
- Provided call coaching and training to develop calls for improved outcomes
- Through training and development, increased department margin and account growth

**CONAIR CORPORATION (CUISINART/WARING), STAMFORD, CT** 1998 - 2003

**WESTERN REGIONAL SALES MANAGER**

Managed an 8-state/\$41M territory selling counter top appliances & cookware to varied retail channels. Provided sales leadership while managing 15 outside sales representatives throughout the territory.

*Key Accomplishments:*

- Developed and implemented buy-in programs resulting in increased customer partnerships, improved customer margin, and available inventory for customers through the critical holiday season
- Revised and improved the ordering process to reduce out of stocks in vertical markets
- Negotiated exclusive private label and product launches with Williams-Sonoma and Macy's West
- Modified territorial forecasting process to reduce department store out of stocks

**ZOJIRUSHI AMERICA CORPORATION, COMMERCE, CA** 1996 - 1998

**WESTERN REGIONAL SALES MANAGER**

Managed a 21-state/\$10 million territory selling kitchen counter top appliances to various retail and military channels.

*Key Accomplishments:*

- Managed & motivated 14 outside sales representatives yielding results surpassing their quota
- Developed Macy's and Williams-Sonoma yielding increased partnership and product assortments
- Launched a university licensing program for vacuum insulated product