

## Michelle K. Anderson

---

1416 E. Crooked Arrow Lane  
Spokane, Washington  
USA 99224

tel: 612-802-0880 fax: 509-443-2265 email: Manderson@pacificlife.com

### Profile

I have spent the last 30 years of my life as a sales manager in the Insurance industry, 25 of those years with Pacific Life Insurance Company, one of the oldest and most respected Life Insurance companies in the world. I have learned the art and skill of winning through others, coaching and leading my subordinates to success. Many of my roles have been to be at the helm of departments during major change or transition when corporate leadership expected a steady, tenacious manager to ride out the upheaval. By far the most gratifying part of my career has been to develop creative and adventurous achievers and to help them live out their dreams.

### Experience

*Divisional Vice President, Northwestern Division* January 2010 - present  
Pacific Life Insurance Company (Seattle, Washington)

- Chosen to open the first Divisional Service Offices for Pacific Life in Seattle, WA and Minneapolis, Minnesota
- Hired and trained 8 administrative staff members and 4 regional managers in San Francisco, Denver, Seattle and Portland
- Chosen to lead the transition of the national sales system to the Divisional Service Office model nationwide

*Regional Vice President* September 1996 - January 2010  
Pacific Life Insurance Company (Minneapolis, Minnesota)

- Established a scratch Regional Life Office for Pacific Life in Minneapolis, Minnesota
- Hired and trained 8 administrative staff members and 2 Field Vice Presidents
- Grew the Minneapolis Regional Office to be the largest producing office in the United States in 2007, 2008 and 2009

*Branch Manager* August 1992 - September 1996  
Pacific Life Insurance Company (Memphis, Tennessee)

- Opened a scratch Branch Office for Pacific Life in Memphis, Tennessee
- Hired and trained 3 administrative staff members
- Achieved and exceeded 1st year sales goal by 100%

*Brokerage Representative* February 1987 - August 1992  
Pacific Life Insurance Company (Seattle, Washington)

- On the front line of transitioning Pacific Life from a agency system to a wholesale entity/first brokerage rep
- Achieved award for largest producing office in 1991

*Sales Associate* September 1985 - February 1987  
Provident Life And Accident (Minneapolis, Minnesota)

- Learned sales skills and techniques/ led the nation in sales for first year associates

*Lieutenant, United States Navy* June 1980 - August 1985  
(Norfolk, Virginia; Key West, Florida; Pensacola, Florida)

- While managing the U.S.S. Corry Station, Welfare and Recreation Division, won the United States 1st place for best non- appropriated fund establishment

in the U.S. Navy

- Under my direction and during my tenure contracted and built the 1st non-appropriated fund Officers Club in the US Navy

**Education**

*English*  
University Of New Mexico

September 1976 - September 1980

- Mathematics minor

**Skills**

- Securities Licenses Series 24–General Securities Principal Brokerage Management Series 7–General Securities Stock Brokerage Series 63–Uniform Securities State License
- Chartered Life Underwriter Courses–Income Taxation in the United States, Retirement Planning, Estate Planning 101, Advanced Estate Planning, Principles of Risk Management, Life Insurance Pricing, Principles of Regulatory Oversight, Succession Planning, Business Underwriting
- Pacific Life Academy continuing education and private coaching 1998 Situational Leadership Principles–Ken Blanchard
- Various insurance licenses in 12 states –available upon request

**References**

*Dr. Robert Carrikers - Gonzaga University*

- Repected Friend

*Michael W. Tinsley - Pacific Life*

Mike.tinsley@pacificlife.com / 1-800-326-3500

- Vice-President Of Product Developement, Pacific Life /Senior Vice President Of Product Developement, Symetra Insurance Company

**Other**

- Over the course of my working life, I have been engaged in multiple study groups, seminars, license certification and continuing education. It has been an ongoing academic and practical endeavor to "hone my craft" , both the "nuts and bolts" of the business itself and then the magic of transferring the skills and arts on to others.
- General company education symposiums and management courses provided over the years by vendors, Sequoia, Counselor Sales Training, Insight Development Group, etc.–exhaustive list provided upon request

## Contact

[armstrongj@gonzaga.edu](mailto:armstrongj@gonzaga.edu)

[www.linkedin.com/in/josh-](http://www.linkedin.com/in/josh-armstrong-22b9849)

[armstrong-22b9849](http://www.linkedin.com/in/josh-armstrong-22b9849) (LinkedIn)

[www.gonzagainzambezi.com](http://www.gonzagainzambezi.com)

(Blog)

[www.gonzaga.edu/clp](http://www.gonzaga.edu/clp) (Company)

## Top Skills

Student Development

Higher Education

Program Development

# Josh Armstrong

Director, Comprehensive Leadership Program at Gonzaga University  
Spokane

## Experience

Gonzaga University

17 years 2 months

Assistant Professor

September 2016 - Present (4 years 11 months)

Spokane, Washington, United States

Director, Comprehensive Leadership Program

June 2006 - Present (15 years 2 months)

Associate Director, Residence Life

June 2004 - July 2006 (2 years 2 months)

Calvin College

Assistant Dean of Residence Life

August 1997 - May 2004 (6 years 10 months)

---

## Education

Michigan State University

Doctor of Philosophy - PhD, Leadership and Education · (1999 - 2004)

University of Vermont

Master of Education - MEd, Higher Education/Higher Education

Administration · (1995 - 1997)

Whitworth University

BA, Psychology · (1991 - 1995)

## Contact

[www.linkedin.com/in/ryansarnold](http://www.linkedin.com/in/ryansarnold)  
(LinkedIn)  
[NIC.edu](http://NIC.edu) (Company)  
[nwentrep.com](http://nwentrep.com) (Company)  
[www.gonzaga.edu/school-of-business-administration/hogan-leadership-program](http://www.gonzaga.edu/school-of-business-administration/hogan-leadership-program) (Company)

## Top Skills

LEED Consulting  
Energy Efficiency  
Sustainable Business

## Certifications

Commercial Energy Plans Examiner  
Registered Investment Advisor Representative  
Commercial Energy Inspector  
Certified Sustainable Building Advisor  
LEED AP BD+C

## Honors-Awards

30 Under 30 Environmental Leadership Award  
North Idaho Business Journal 30 under 30  
KCYP 30 Under 40 Award

## Publications

The 21st Century Job Hunt  
Risk and Reward: Things to Consider Before Launching Your Social Media Campaign  
Making Twitter Work Better For You  
Deep Green Building Standards  
Are you ready for the sharing economy?

# Ryan Arnold

Building Economic and Social Resiliency through Community Development  
Coeur d'Alene

## Summary

For the last eight years I've been at the helm of developing programs and organizations in fast-paced and entrepreneurial environments, while focused on making a positive impact in the communities I serve. My biggest strength is working comfortably from a place of ambiguity, developing the actionable strategies and tactics that can help organizations achieve their goals, while pioneering new partnership opportunities that often go overlooked.

Matched with experience across multiple sectors and industries, I'm an asset to organizations who need to accomplish their goals with a diverse set of stakeholders, and communicate their value effectively. I thrive with teams who dare to dream big about their impact, and are ready to mobilize strategies which will achieve that vision.

I'm currently the Director of Regional Entrepreneurial Strategy @ North Idaho College, adjunct instructor @ Gonzaga University Hogan Entrepreneurial Leadership Program where I teach Strategic Thinking, and co-manager @ NW Entrepreneur Competition. Needless to say, I'm getting pretty good at juggling all the things.

I was previously the Entrepreneurship Director @ Greater Spokane Incorporated and Founder @ Sightline Energy and Sightline Group, which focused on energy efficiency and economic development projects across the Northwest. In addition I have a pretty long tail of experiences in startups, finance, marketing, energy efficiency, green building, and non-profit leadership that taken together, give me a unique range of insights across industries that lend well to my current work in assisting entrepreneurs from all types of sectors.

I hold a MBA in Sustainable Business from Pinchot, and a BS in Management from the University of Idaho. I have the pleasure of serving on a series of committees, boards, and advisory roles, and get a kick out of showing off my MBA power point skills for guest

speaking roles from time to time. I'm a husband, father, wordy-writer, tequila lover and coffee addict who identifies as an INTJ when asked. ;)

Always eager to connect if there is a way we can work together to create value in the world.

---

## Experience

### North Idaho College

Director of Regional Entrepreneurial Strategy

2017 - Present (4 years)

Coeur d'Alene, ID

Create and head campus entrepreneurial education initiatives on behalf of the institution as a community-oriented leader. Independently assemble and grow unique corporate partnerships, communicate priorities, and solicit funding support in collaboration with college leadership.

- Secured over \$1,000,000 in entrepreneurial education programming in partnership with the NIC Foundation, utilizing grants, donors, and corporate partners.
- Spearheaded a ~\$750,000 federal grant award, which has led to the creation/ retention of 34 jobs, development of 47 new prototypes, and ~\$16,000,000 in go-on funding.
- Initiated a strategic roadmap to grow NIC's entrepreneurship endowment to \$17,000,000 by the year 2030 in partnership with NIC leadership and NIC Foundation.

### Northwest Entrepreneur Competition

Co-Manager

September 2019 - Present (1 year 11 months)

Spokane-Coeur d'Alene Area

Collaborate with regional partner Spokane University District to coordinate and grow the largest intercollegiate business pitch competition in the Inland Northwest, which welcomes ~50-100 student teams annually to compete for \$44,000 in award money.

- Solicit support and maintain corporate partnerships to fundraise approximately \$60,000 annually for competition award money and operations.
- Cultivate and strengthen ongoing relationships with over 75 program funders, community judges, and participating institutions over the 6-month duration of the program.

- Provide ongoing communication and transparency to all competition stakeholders, including participating student teams, judges, funders, media, and the public.
- Built and refine competition guidelines and policies based on stakeholder feedback.

### Gonzaga University

Adjunct Instructor - Hogan Entrepreneurial Leadership Program

November 2020 - Present (9 months)

Spokane, Washington, United States

Instruct “ENTR 302: Strategic Thinking”, which focuses on living personal values through business, servant leadership, team dynamics, and applying design thinking methods to business challenges.

### Sightline Energy / Sightline Group

Founder/Owner

2014 - 2018 (4 years)

Spokane, Washington Area

Channeled my own entrepreneurial resourcefulness to establish a full-time turned “side hustle” consulting firm focused on the reduction of commercial building’s energy consumption (Sightline Energy), which expanded into addressing economic inequity through education initiatives (Sightline Group).

- Worked with regional and national firms to help reduce energy consumption up to ~30%.
- Co-organized a 12-week educational program with mentorship support for artist-based entrepreneurs in Spokane, which to date has impacted ~50 entrepreneurs in 3 cohorts.

### Hart Capital Management, Inc.

Vice President of Business Development

2016 - 2017 (1 year)

Coeur d'Alene, Idaho

Cultivated new and existing client relationships, advanced regional partnerships, and strengthened the marketing presence of the organization as it expanded its territory to North Idaho.

- I gained a dose of humility, as I found that no matter how great the people or organization, the financial industry was not a strong fit with my personal values and goals. I left the firm in 2017 with a pivotal lesson learned, and a stronger

commitment to my career path in education, entrepreneurship, and economic development.

Greater Spokane Incorporated  
Entrepreneurship Program Director  
2014 - 2016 (2 years)  
Spokane, Washington Area

Launched and grew a startup-assistance program Startup Spokane from scratch, unlocking new entrepreneurship activity in the Spokane region and growing the entrepreneurial community.

- Pioneered the “front door” of the region’s startup community by building 40+ new entrepreneurial educational events and opening a 2,000 sq.ft.co-working space.
- Coordinated a startup network of 100+ regional service providers, advisors, and funders.
- Designed a business mentorship program, which connected 70+ mentors to startups.
- Fostered 10 corporate partnerships to sustain and grow the program’s six-figure budget.
- Partnered with Washington Department of Commerce to launch Startup Washington 365, which delivered entrepreneurship assistance to the underrepresented and rural communities of Eastern Washington.

MSI Engineers  
Building Energy Simulation Analyst  
January 2012 - January 2014 (2 years 1 month)

Responsible for full-building energy modeling, life cycle cost analysis, and LEED standard criteria achievement for large scale mechanical engineering projects in the commercial, government, and non-profit sector.

- Activities include multi-source data collection and entry, systematic simulation analysis, report building, and recommendation development for lowest-impact financial and environmental options.
- Software Usage Includes Trane Trace 700, Carrier HAP, E-Quest, Energy Plus W/Sketch-Up, and AutoCAD

Innovation Collective  
Co Founder  
2013 - 2014 (1 year)  
Coeur d'alene, Idaho

Collaborated to launch a new regional economic development organization that prioritized entrepreneurship, innovation, and community networks to support economic resiliency in Idaho.

- Founded and executed over 15 new entrepreneurial focused educational events in year one, including a three-day “Festival” event with over 150 people in attendance.
- Spearheaded new corporate partnerships and set regional economic development goals that still exist to this day, helping to drive innovative economic activity in the region.
- Departed the organization in 2014 to accept the position of Entrepreneurship Program Director for Greater Spokane Incorporated F/T, and manage Sightline Energy P/T.

Innovation Collective is about lighting the internal pilot light of Coeur d’Alene’s entrepreneurial community, and then stoking the fire. We educate. We create room for dialogue. We develop spaces for us all to thrive. We’re here to grow an ecosystem that can support those with the aspiration for something more, and are bringing together the great minds of our area who dare to think different.

### Community Action Partnership Association of Idaho

#### Weatherization Technical Monitor

February 2010 - January 2011 (1 year)

Responsible for the technical execution and quality of Idaho’s \$31 million ARRA weatherization program, including program oversight, employee training for 40+ employees, and database accountability.

- Activities included researching industry standards and trends, developing new standards, and presenting these recommendations for approval to Idaho’s 12-person technical review board.

### Community Action Partnership

#### Senior Energy Auditor

March 2009 - March 2010 (1 year 1 month)

Hayden, ID

Responsible for the quotas, work quality, and data accuracy of a four-member energy auditor team.

- Activities included client project management, data entry and analysis, ROI analysis, industry research, vendor relations, and technical standards development.

•Promoted to Weatherization Technical Monitor Internally.

---

## Education

### Pinchot

Master of Business Administration, Sustainable Business · (2008 - 2011)

### University of Idaho

B.S. Managment and Human Resources, Human Resources, Economic  
Forecasting · (2002 - 2007)

### Spokane Community College

Sustainable Building Advisor Program, Green Building · (2007 - 2008)

## Contact

ayers@gonzaga.edu

[www.linkedin.com/in/molly-ayers-32a56626](http://www.linkedin.com/in/molly-ayers-32a56626) (LinkedIn)

## Top Skills

Community Outreach  
Volunteer Management  
Higher Education

# Molly Ayers

Senior Director of Center for Community Engagement  
Spokane

## Experience

### Gonzaga University

Senior Director, Center for Community Engagement  
August 2015 - Present (6 years 1 month)

### Eastern Washington University

Director of Community Engagement  
October 2012 - July 2015 (2 years 10 months)  
Cheney, WA

### Gonzaga University

Assistant Director, Center for Community Action and Service-Learning  
August 2004 - December 2012 (8 years 5 months)

---

## Education

### Gonzaga University

Master's degree, Philosophy · (2004 - 2006)

### Gonzaga University

Bachelor's degree, History · (1996 - 2000)

# Crystal M. Bandy

932 East Dynamite Lane Post Falls Idaho 83854

(816) 372-4002

crystal.bandy@live.com

## Education

**Doctorate of Education**

**August 2014**

**Emphasis in Urban Leadership and Education Policy Reform**

**Dissertation:** Gender perceptions: A critical, social constructivist, phenomenological case study of the experiences of engagement in literacy for urban male elementary students

*University of Missouri-Kansas City*

**Masters in Teaching, Learning, and Curriculum**

**May 2008**

**Concentration: Literacy**

*University of Missouri-Columbia*

**Ohio, Kansas and Missouri Teacher Certification**

**July 2013 and May 2008**

**Certification: Elementary Education (1-6)**

**Additional Area of Certification: Early Childhood (P-3)**

**Additional Area of Certification: Language Arts (5-9)**

*University of Missouri-Columbia*

**Bachelors of Arts in General Studies**

**July 2005**

Emphasis in History, Political Science, and Education

*University of Missouri-Columbia*

**Associates in Biological Sciences**

**May 2003**

*Kansas City Metropolitan Community Colleges-Missouri*

## Professional Experience

**Lakeside Capital, Project Development Manager**

**August 2014-Present**

- Research and develop course content
- Facilitate communication with subject matter experts regarding content, curriculum and accreditation of course material
- Work with stakeholders, board members, and accreditation team to deliver, evaluate, and approve content per deadline requirements

**Instructor, Early Childhood and Elementary Education**

**August 2012-Present**

**University of Central Missouri**

- Designed course structure and requirements through the creation of pilot curriculum
- Facilitated instruction of elementary childhood social studies and science in the courses ECEL 1521, 1621, and 4000

- Conducted action research on pilot program implementation and teacher dispositions

Term	Course	Title	Credit Hours
FS 2012 WS 2013 FS 2014	ECEL 1320	Biology for Teachers	3 HRS
FS 2012 WS 2013	ECEL 4000	Social Studies and Science for the Young Learner	2 HRS
FS 2012 WS 2013	ECEL 4000	Practicum for the Young Learner Junior Block	2 HRS
SMR 2013	ECEL 3420	Social Studies and Economics in Elementary & Middle School	3 HRS
WS 2013 SMR 2013 Fall 2013 WS 2014	IGEN 3468	Community, School, and Family Connection	3 HRS 6 HRS 6 HRS 3 HRS

**Assistant Director of Auxiliary Programs, Columbus School for Girls December 2013- June 2014**

- Developing and overseeing sustainable, revenue-generating programs for Columbus School for Girl's academic and athletic campuses during the school year and in the summer
- Overseeing program development and implementation based on profitability
- Developing, managing, and enhancing all aspects of the auxiliary programs

**Student Teacher Supervisor, Capital University December 2013- May 2014**

- Observe and provide thorough constructive feedback to university students to ensure growth and development in the education field
- Assess the progress of the student teacher with the cooperating teacher, and report findings to the University Task Stream system.
- Review and critique student professional portfolio submissions

**Long-Term Substitute Form I, Columbus School for Girls August 2013-December 2013**

- Implement a multicultural and diversity focused education in an all- girls setting
- Collaborate with colleagues to develop and deliver highly-effective curriculum
- Participate in professional service activities to further grow in the academic space

**Instructional Designer and Curriculum Mapper, Grantham University May 2013- December 2013**

- Contribute to the development of curricular content for online coursework
- Research available sources that align with established course content
- Analyze and maintain course maps to ensure alignment to course objectives

**Graduate Research Assistant ELPF Division, University of Missouri-Kansas City August 2012- August 2013**

- Assisted in research project for grant proposal for film documentary
- Contributed to report writing and presentation materials
- Assisted with online coursework

**5th Grade Instructor** **August 2011- August 2012**  
**Benjamin Banneker Charter Academy of Technology**

- Fostered the intellectual, emotional, and social development of the students in a year-round academic setting
- Developed and implemented lesson plans to ensure the success on state testing
- Utilized technology daily to prepare students for success in the community

**5th Grade Classroom Teacher, Blue Valley USD229** **August 2008- August 2011**

- Fostered the intellectual, emotional, and social development of the students
- Developed and implemented lesson plans to meet state and district standards
- Utilized technology to enhance the educational development of the students

### **Scholarly Presentations**

**London international Conference on Education (LICE)** **November 2014**

This session will focus on the notions of masculinity in urban youth that directly influence their literacy classroom experiences. Information and research regarding the development of a critical, culturally responsive pedagogy for urban literacy students will be shared and modeled.

**Southeastern Association of Teacher Educators (SRATE)** **October 2012**

This session focused on a developed program used by the College of Education using a Peer Coaching Model for all faculty members. Presenters shared processes involved in the design, implementation, and evaluation of the model.

**Greg Tang Math Series** **January 2012**

The purpose of the presentation was to introduce faculty and administrators to online formative resources available through Greg Tang Math Series as an online tool for data collection at Benjamin Banneker Charter School of Technology.

**Common Core Mathematics** **November 2011**

The purpose of the presentation included the summarization of a two-day workshop which included information on common core crosswalks and curriculum alignment to state standards. The presentation included opportunities to develop grade level curriculum to meet the needs of urban students at Benjamin Banneker Charter School of Technology.

**Writing Assessment Training** **March 2010-March 2009**

The presentation examined how the 6+1 TRAIT model was developed for the purpose of assessing student writing in the Blue Valley School District. Further discussion allowed the faculty to understand the ways the 6-TRAIT model has been applied both nationally and in Kansas. In addition, the presentation included an opportunity to calibrate scoring of the Kansas Writing Assessment and address issues with scorer objectivity and bias.

### **Curriculum Development**

**Intellectual Property, Lakeside Capital** **August 2014**

I currently serve as a member of a curriculum development team, which is creating an online course that identifies the fundamental concepts of intellectual property management. This course is being developed through the close relationship and collaborative efforts of stakeholders within the field as well as local Jesuit universities.

**Junior Block Practicum, University of Central Missouri** **August 2012**

Served as a member of a curriculum development team which sought to create a system of courses that identified the developmental stages of young learners. This was accomplished through observation and data collection in an inquiry-based model of instruction.

**Community, School, and Family Connection** **November 2012**

Refined previously accepted coursework for an online course to provide a collegiate experience with clinical experience in an urban core academic community. Flexibility and collaboration with charter services and administrators of the academic system was established and monitored to ensure success of course assignments.

**Service****Inland Northwest Community Foundation (INCF)** **August 2014**

As a stakeholder and representative of a grant given to INCF, I participate in board meetings regarding the Hillyard Youth Collaborative. The Hillyard Youth Collaborative (HYC) seeks to quantitatively identify middle school students who possess characteristics that make them at risk to not graduate from high school. The HYC serves the Spokane community and works closely with Gonzaga University, Eastern Washington University, and Washington State University.

**Spokane Neighborhood Action Programs (SNAP)** **August 2014**

As a volunteer with SNAP, I attend board meetings and provide community service to students in the Spokane area in the form of academic tutoring, volunteer hours within the Boys and Girls Club, as well as volunteer hours in local elementary schools as a mentor to at-risk students.

**4H Site Evaluation** **July 2011**

The purpose of the study was to provide a formative evaluation to the staff and site coordinator of the 4-H Summer Program held at Dobbs Elementary School. The site coordinator requested feedback on the effectiveness of the modified 4-H curriculum used during the summer program time frame. The study also explored the potential for the students to apply their learning from the curriculum beyond the classroom.

**Committees****Junior Block Curriculum Committee** **September 2012-Present**

- Collaborated in the development of a pilot program of study for teacher candidates at the University of Central Missouri

**Department of Elementary and Early Childhood Committee** **September 2012-Present**

- Participated in monthly department meetings to support the growth of curriculum and professionalism at the department and college level

**Grade Level Representative, Data Team Committee** **August 2011-July 2012**

- Developed effective strategies to increase student comprehension through improved curriculum
- Identify instructional practices that have been used in the past and research best practices for moving forward

**Building Representative, Blue Valley Curriculum Writing Committee** **August 2009-August 2011**

- Develop meaningful lessons utilizing the Six-Trait Writing features
- Provide continuous education to colleagues about writing instruction and research

**Building Representative, Blue Valley Kansas National Education Assn. August 2008-August 2011**

- Work to provide teaching and learning conditions that support achievement, to advocate for genuine collaboration and empowerment
- Create a culture of professionalism in the schools and districts

**Building Representative, Blue Valley Education Foundation August 2008- August 2011**

- Encourage colleagues to seek a means to go beyond the limits of our financial environment through writing grants
- Enrich educational excellence through community outreach, financial development, and ongoing funding of extraordinary educational programs

**Professional Development****International Day of the Girl October 2013**

- Cultivate understanding for the varying levels of education offered to women and children around the globe

**Common Core Seminar August 2013**

- Further understanding of the implementation of Common Core in an Independent school setting

**Writing Learning Objectives and Creating Assessments that Measure Them December 2012**

- Develop an understanding for alignment of objectives to new accreditation standards

**Creating Blackboard Test Imports with Respondus November 2012**

- Further implementation of best practices in online coursework with test making development to support online education

**Standard 1 Online Syllabus Success November 2012**

- Improve upon syllabus development through the utilization of Quality Matters evaluative practices

**Lessons from the Classroom Hal Urban November 2012**

- Expand upon understanding of motivation in the elementary classroom

**Webcast Series, Getting to Know iTunes U November 2012**

- Increase the use of technology in the Department of Elementary and Early Childhood Education through the use of iPads and iTunes as a medium of instruction

**Quality Matters, Course Assessment Completion September 2012-November 2012**

- Able to ensure the quality of online instruction through the alignment of critical course components

**Family Education Rights and Privacy Act Training October 2012**

- Participated in training module to ensure academic integrity of students' privacy rights

**Faculty Peer Mentor, Triad Member September 2012-Present**

- Create a collaborative forum to increase best practices, teacher efficacy, and efficiency in the classroom through peer observations and reflection

**Co-Teaching Training March 2012**

- Participated in development of effective co-teaching practices to ensure quality teaching techniques, models, and best practices for co-teaching classrooms

**Daily 5 Training October 2011**

- Gained further understanding of integration of daily readers' workshop to support the young and intermediate learners development as a reader

**Science Pioneers****October 2009**

- Developed inquiry based teaching practices to support national and district science standards at the elementary level

**Professional Affiliations****Phi Delta Kappa International****November 2012-Present**

- Associate with education professionals who seek to promote high quality education through continued professional development opportunities
- Maintain knowledge of current and accurate education research

**The Sloan Consortium****October 2012-Present**

- Maintain best practices in online education
- Review published scholarly articles to support online teaching practices

**Kansas National Education Association****August 2008- August 2011**

- Maintain professional practices with colleagues and students according to state and national union standards
- Review legislation and funding documents from the governor to ensure awareness of the relationship between the economy and district's fiscal budget.

**References**

**Professional**

Mrs. Nicole Nickens, Ph.D  
Department Chair Elementary and Early Childhood Education  
University of Central Missouri  
Warrensburg, Missouri  
Work (660) 543-4235  
[nickens@ucmo.edu](mailto:nickens@ucmo.edu)

Ms. Mikayla Upchurch  
Former Director of Auxiliary Programs  
Columbus School for Girls  
Columbus, Ohio  
Work (614) 893-0870  
[mcu7@georgetown.edu](mailto:mcu7@georgetown.edu)

Mr. Carl Grigsby, Ph.D.  
Associate Professor  
University of Central Missouri  
Warrensburg, Missouri  
Work (660) 543-4285  
[grigsby@ucmo.edu](mailto:grigsby@ucmo.edu)

**Academic**

Ms. Loyce Caruthers, Ph.D.  
Associate Professor  
Educational Leadership, Policy and Foundations  
Kansas City, Missouri  
Work (816) 235-1044  
Home (913) 342-1317  
Cell phone (913) 638-9244  
[caruthersl@umkc.edu](mailto:caruthersl@umkc.edu)

## Contact

kevin.berkompas@gmail.com

www.linkedin.com/in/kberkompas  
(LinkedIn)

## Top Skills

Strategy

Policy

National Security

## Honors-Awards

Golden Pen Award

Senior Action Officer of the Year

Company Grade Officer of the Year

# Kevin Berkompas

Project Manager, Strategy & Innovation at Northwest Farm Credit Services  
Spokane

## Experience

Northwest Farm Credit Services  
Project Manager, Strategy & Innovation  
January 2020 - Present (1 year 7 months)  
Spokane, Washington, United States

I work with a fabulous team to implement interesting projects that bring value to an amazing company in an important industry.

Gonzaga University - School of Business; Eastern Washington University; Whitworth University  
Visiting Faculty

September 2014 - June 2020 (5 years 10 months)

- Strategic Management (400)

[Gonzaga University School of Business Spring and Fall 2018, Spring and Fall 2019, Spring 2020]

- International Organizations (300)

[EWU Fall 2014, Whitworth U Spring 2016]

- Global Issues (200)

[EWU Spring and Fall 2015, Spring 2016, Fall 2016]

- American Government and Politics (100)

[US Air Force Academy 1998-2000, Whitworth U Spring 2016]

- American Foreign Policy and International Relations (200)

[US Air Force Academy 1998 - 2000, Whitworth University Jan Term 2016]

- American Presidency (400)

[US Air Force Academy 2000]

Bear Compass Consulting LLC

Business Management and Corporate Leadership Advisor; Principal  
August 2013 - January 2020 (6 years 6 months)

- Analyzed and enhanced business strategies, policies, plans, structures, leadership and management
- Identified and assessed risk; devised rigorous plans to prioritize and mitigate risk
- Designed policy and advocacy strategies for governmental entities and officials
- Helped non-profits to raise funds and to strengthen their program strategies
- Executed defense governance reform programs in Ukraine, Serbia and Macedonia
- Conducted rigorous program reviews to objectively assess progress toward achieving objectives

#### Office of the Secretary of Defense

Deputy Director, Partnership Policy & Strategy

June 2010 - June 2013 (3 years 1 month)

Pentagon

#### Secretariat of the Air Force, International Affairs

Chief, Western Europe Branch

July 2006 - June 2008 (2 years)

Pentagon

#### U.S. Mission to NATO

Political-Military Policy Planner

July 2003 - June 2006 (3 years)

Brussels, Belgium

#### United States Air Force

Instructor/Evaluator Pilot

July 1988 - August 2002 (14 years 2 months)

Arizona, California, Montana, Washington, Colorado, North Dakota

#### United States Air Force Academy

Assistant Professor of Political Science

January 1998 - June 2000 (2 years 6 months)

---

## Education

Washington State University

Master of Arts (M.A.), Political Science & Public Policy · (1996 - 1997)

U.S. Army War College

Master of Arts (M.A.), National Security Policy & Strategy · (2009 - 2010)

Air Command and Staff College

Master of Arts (M.A.), Military Science, Leadership and Operational  
Art · (2002 - 2003)

United States Air Force Academy

Bachelor of Science (B.S.), International Relations · (1984 - 1988)

## Contact

bryan.blair@sportsconsultingnorthwest.com

[www.linkedin.com/in/bryan-blair-82896710](http://www.linkedin.com/in/bryan-blair-82896710) (LinkedIn)

[www.sportsconsultingnorthwest.com](http://www.sportsconsultingnorthwest.com) (Company)

## Top Skills

Sports Management

Leadership

Social Media

# Bryan Blair

Sales Trainer, Sports Agent, and US Army Veteran  
Spokane

## Summary

Father, husband, sports agent, #82CAB Veteran. It's my job to add value to everything I touch and EXPAND the pie, not just cut it.  
#PrincipledNegotiator #SCNWFfamily

Find more information at my website  
[www.SportsConsultingNorthwest.com](http://www.SportsConsultingNorthwest.com)

---

## Experience

### Sports Consulting Northwest

Owner - Sports Agent

January 2010 - Present (11 years 8 months)

Spokane, Washington Area

- Represents clients in all areas concerning contract negotiations.
- Assists clients with professional development and career advice.

### Gonzaga University

Adjunct Instructor

September 2018 - Present (3 years)

Spokane, Washington

I developed and teach courses in Negotiation and Sales in the Gonzaga University School of Business (open to undergraduate and graduate students).

In both courses my goal is to give the students the fundamental tools they need to know to have a strong base in that field.

Day 1 is all fundamentals, Day 2 is full of practical exercise and a look into the next level skills that they need to pursue to develop their skills.

### Learfield Sports

Sponsorship Coordinator

September 2013 - November 2013 (3 months)

Moscow, Idaho

-Activated sponsorships during Vandal sporting events.

- Entertained existing and new sponsors during hospitality and athletic events.
- Managed and updated VandalXtra to ensure paying members can view and listen to Idaho's athletic events online.
- Identified potential clients for sponsorships and trade.

## Eastern Washington University

### Compliance Coordinator

March 2013 - September 2013 (7 months)

Cheney Washington

- Monitored compliance using the NCAA Compliance Assistant (CA) and Legislative Services Database (LSDBi).
- Assisted coaches and administrators with NCAA Division 1 rules interpretations.
- Developed and maintained the EWU compliance social media (Twitter: @EWUCompliance) which included a new twitter monitoring program of current student athletes.
- Re-branded the compliance manual, documents, and constructed department ppt's for training purposes.

## US Army

### Sergeant (E-5), Aviation Operations Specialist

January 2005 - May 2009 (4 years 5 months)

Ft. Bragg, NC

- Relieved an E-6 as the Battalion Command NCOIC at the rank of E-4.
- Managed all construction needs as the Battalion Construction NCOIC (E-4) relieving an E-7.
- Deployed in support of OIF V and was medically discharged from injuries sustained in OEF VIII.

#### Achievements:

- o Became an E-5 in only 4 years.
- o Brigade soldier of the month March 2008.
- o Volunteered as a door gunner on Chinook and Blackhawk helicopters during OEF VIII.

---

## Education

### Gonzaga University

BA Economics, Minors in Marketing and Philosophy · (2009 - 2011)

### Drexel University

Masters of Science, Sport Management · (2011 - 2012)

University of Notre Dame - Mendoza College of Business  
Executive Certificate in Negotiation, Negotiation and Conflict  
Management · (2015 - 2015)

Rutgers, The State University of New Jersey-Newark  
Certificate, Contract Law · (2016 - 2016)

**Jamie Borgan**  
**2101 W. Boone**  
**Spokane, WA 99201**  
**Phone: 509.220.7753**  
**E-mail: borganj@gmail.com**

---

## EDUCATION

---

June 2006

### **Masters Degree in Social Work**

*Eastern Washington University*

Areas of research/experience: Social work with immigrant/refugee families, legal advocacy, policy development and formation, program development, volunteer training and recruitment

### **Bachelor of Arts: Spanish Language, Culture, and Literature**

June 2003

*Eastern Washington University*

---

## WORK EXPERIENCE

---

### **New Leaf Bakery Café Program Director**

*Transitions, Spokane, WA*

August 2011-present

- Managing all aspects of a job training program and social enterprise (including a commercial kitchen and café) for low income and homeless women
- Grant writing, best practices research, policy development
- Supervision of staff, including development of staff training for entire agency
- Strategic planning and development of data collection procedures and quality assurances processes for entire agency

### **Domestic Violence Victim Advocate (CSO)**

*Alternatives to Domestic Violence Program, YWCA, Spokane, WA*

November 2010-  
August 2011

- Provided on site (i.e. co-located at DSHS) systems advocacy and counseling to survivors of domestic violence receiving state benefits (i.e. TANF, Food benefits, Medicaid, etc.)

### **Community Building Project Coordinator**

*Community Building, Spokane, WA*

September 2009-August  
2011

- Managed L.E.E.D certified historic buildings filled with non-profit tenants dedicated to environmental and social justice work
- Developed communications for building as well as tenants
- Budgeting and financial management of events
- Developed policy and procedure for building operations as well as staff oversight

---

**Fair Housing Specialist**January 2007-September  
2009*Northwest Fair Housing Alliance, Spokane, WA*

- Partnered with individuals and community groups working to advance the cause of equal housing opportunity.
- Provided advocacy and administrative representation to clients experiencing housing discrimination
- Provided education, counseling, and referral information to tenants

---

**RELEVANT COMMUNITY EXPERIENCE**

---

**Spokane Low Income Housing Consortium**, Advocacy Committee member (2016-present)

Providing education and advocacy for membership and community regarding low income housing policy and legislative environment as it affects policy

**Strategic Planning and Consulting**, (present)

Facilitated strategic planning and other non-profit development activities for various local non-profits

**Project Hope Spokane**, Board member and president (2012-2015)

Served as a board member, development committee founder and member, fundraising committee member, and HR committee member for a neighborhood based program training youth in urban farming, management of a farmer's market, and lawn care skills

**Walking School Bus**, Spokane Regional Health District (2015-present)

Neighborhood volunteer walking children in the West Central neighborhood to school weekly in spring and fall during the school year

**Community Building Foundation**, Board Member (2008-2010)

Served on the board of a private family foundation making local grants to area non-profits

**Outreach Center**, Spokane Regional Health District (2006-present)

Providing direct service, education, and referral to IV drug using population in Spokane, including street outreach in the East Central neighborhood

**Healthy Corner Store**, Spokane Regional Health District (2011)

Worked with Health District staff and convenience store owners to provide healthier food options in corner stores and educate consumers in the West Central about healthy food choices

## Contact

561-322-9660 (Mobile)  
scott@broderworld.com

www.linkedin.com/in/scottbroder  
(LinkedIn)  
xpollin.com (Personal)

## Top Skills

Start-ups  
Entrepreneurship  
Leadership

# Scott Broder

Startup CEO and Product Guru  
Coeur d'Alene

## Summary

Scott Broder is a product management Guru, a strategy Ninja, and a marketing Wizard with a rare mix of entrepreneurship and operating experience. Scott was a co-founder of the Inland TechStart Seed Fund and has personally made over a dozen angel investments in early-stage ventures. As a venture-backed serial entrepreneur and startup CEO with several exits to his credit, he was CEO of Opalis Software (acquired by Microsoft) where he raised \$20m in venture capital led a revolution in data center software automation. As CEO of YogaAccessories.com (acquired by Boxwood Private Equity), he raised \$5m and grew the #2 eCommerce store on Amazon for sports/health. Scott was an early employee at Citrix (#86) where he was product manager for the flagship and \$60m in revenues and drove 14 M&A transactions. Scott is now a professor at Gonzaga University and teaches technology entrepreneurship in the business school as well as computer science in the engineering school. Technical, hands-on, process-oriented, data-driven. Respects the creative process. Advisor to VCs, startup CEOs. Domain expertise includes blockchain, eSports, enterprise software, NLP, EdTech, social media, games, robotics, drones, e-commerce, and bass fishing. Scott graduated from the University of Miami - BA Computer Science (1982) and Stanford Graduate School Of Business SEP (2000).

Favorite line: "Sorry I am so direct, but please just get to the point."

---

## Experience

Xpollin, A Private Incubator and Product Development Firm  
Founder

October 2011 - Present (9 years 10 months)

Coeur d'Alene Idaho

A product development and research lab incubating NLP, blockchain, drone, healthcare and web 3.0 and game technology. We do primary research on customer targets, need and problem identification, competitive analysis,

branding differentiation, product-market fit, and POC/MVP. You can hire us, or we'll just keep busy with our own projects. We've cranked out 6 POCs so far.

### Gonzaga University

Adjunct Professor - Technology Entrepreneurship and Computer Science

September 2014 - Present (6 years 11 months)

Teaching the lean startup method and technology entrepreneurship in the School of Business, as well as teaching Computer Science research in the College of Engineering. Check out my student's ratings on RateMyProfessor.com!

### BlueMarble

Founder

September 2017 - April 2018 (8 months)

Hayden, Idaho

Amazon Alexa skill development platform for non-programmers. No need to hire a programmer or write any code if you want your own Alexa skill - just fill-in-the-blanks on our web form and Voila!

### Inland TechStart Seed Fund

Co-Founder/Board Member

April 2011 - May 2016 (5 years 2 months)

Pacific Northwest

Inland TechStart Fund (ITF) provided seed capital to entrepreneurs with great ideas and great promise in the Pacific Northwest region. ITF will empower and mentor portfolio companies and entrepreneurs and help accelerate their businesses to either exits or later-stage capital raises.

### Inland+Learning

Founder/CEO

September 2011 - September 2013 (2 years 1 month)

Coeur d'Alene, Idaho

Outside of school, kids live for video games; it's just a fact of life. Our mission is to provide immersive tools that enables teachers to engage students in new and exciting ways and while enhancing curriculum and transforming the learning experience. We tap into kids' affinity for cyber world reality and allow them to learn what they live in-game.

They immerse themselves in cyber worlds rendered entirely by computers where they interact with other human players and non-human characters. Kids

form teams in-game to learn strategy, complete missions, and gain rewards. Using the same tools big game companies used to develop blockbusters hits like “Halo” and “Call-Of-Duty”, we created similar immersive experiences for education.

In less than 24 months, at a fraction of the cost typically seen by big game studios, Scott successfully produced a game platform with content, and drove the efforts that resulted in a 4 school/300 student beta. Scott was responsible for day-to-day operations, as well as product and curriculum development.

In+Learning is the fusion of educators, principals, game developers, philanthropists, entrepreneurs and experienced managers. The revolution will not be televised. It will be gamified.

### CanAM Internet Ventures (Acquired by Boxwood Private Equity) Co-Founder/CEO

September 2006 - September 2009 (3 years 1 month)

Scott ran day-to-day operations of CanAm's three health and wellness related eCommerce sites (YogaAccessories.com, Yogoria.com, and Yovedic.com). Scott was responsible for a complete turnaround of the company. In the 3 years of the worst recession recorded, with Scott's leadership, revenues increased 300%, EBITDA grew to 20%, and the company was transformed from a small secondary player in the yoga products ecommerce business to a platform and marketplace for over 300 vendors. Scott drove the selection and implementation of all new web, financial inventory and analytics systems. Scott also directed SEO and digital media, customer service, and managed all vendor and supplier negotiations.

### Opalis Software (Acquired by Microsoft) CEO

January 2003 - September 2006 (3 years 9 months)

Opalis was successfully acquired by Microsoft December, 2009.

Opalis was the market leading independent vendor of IT process automation software, the foundation for cloud computing. Having invented the segment and coined several terms, Scott is often referred to as the grandfather of datacenter automation, the precursor of DevOPS.

Opalis was the market leading independent vendor of IT process automation software, the foundation for cloud computing. Opalis grew at triple digits

and garnered several industry awards including: Winner of “Best of Tech•Ed Award” for systems management, Best of VMworld 2007 finalist, “Top Ten Automation Vendor” by Network Computing, “Cool Vendor” award by industry analyst firm Gartner.

Scott led Opalis Software through a successful 3 year turn-around, as a board member and CEO. Instrumental in securing 2 rounds of VC funding totaling almost \$20m. After 3 years of declining revenues, under new strategy, vision, and execution, the company achieved 8 consecutive quarters of top line growth. Credited with a complete reposition of the company, and re-development of the product line. Transformed Opalis from an irrelevant “also-ran” player to a recognized leader.

## Citrix

5 years 1 month

### Director of M&A

January 2000 - June 2001 (1 year 6 months)

Non-Organic growth - M&A and venture funding

### Director of Business Development

June 1997 - December 1999 (2 years 7 months)

Product Strategy and planning

### Director Product Management

June 1996 - May 1997 (1 year)

Product Line management

## STAC Software

### STAC - Business Unit Manager

May 1995 - June 1996 (1 year 2 months)

## STAC

### STAC - Sr. Product Manager

May 1994 - May 1995 (1 year 1 month)

---

## Education

### Stanford Graduate School Of Business

Stanford Executive Program, Business · (2000 - 2000)

University of Miami, Florida

BS, Computer Science · (January 1980 - June 1983)

## Contact

208-699-7090 (Mobile)  
thdblue@gmail.com

[www.linkedin.com/in/tom-daugherty-mba-18967b5](http://www.linkedin.com/in/tom-daugherty-mba-18967b5) (LinkedIn)  
[www.sustainableorg.com](http://www.sustainableorg.com)  
(Company)  
[inlandtechstartfund.com/](http://inlandtechstartfund.com/)  
(Company)

## Top Skills

Strategic Planning  
Due Diligence  
Emerging Growth Companies

## Certifications

Wastewater Treatment Plant  
Operator in Training

## Publications

Cost Effective Lagoon Ammonia  
Removal

# Tom Daugherty, MBA

Water Treatment Industry, Gonzaga University Adjunct, Licensed  
Wastewater Operator  
Spokane Valley

## Summary

Deep domain experience in wastewater treatment equipment supply, procurement, installation supervision and startup. Keen expertise on lagoon treatment systems. Licensed Operator in Training in Washington State. Recent invited presentations:

83rd Annual Water School, Montana Environmental Training Center,  
Bozeman, MT

September 29, 2016

“Rehabilitate Your Aging Lagoon” 0.1 WW CEC

2016 Idaho Rural Water Association Annual Fall Conference,  
Worley, ID September 21, 2016

“Give Me Your Tired, Poor, Aging Lagoon” 0.1 WW CEU

Arizona Water Association 89th Annual Conference, Glendale, AZ  
May 11, 2016

“Getting New Life out of an Aging Lagoon System” 0.1 WWCEU

MSAWWA MWEA 2016 Joint Conference, Bozeman, MT April 23,  
2016

“Getting New Life out of an Aging Lagoon System” 0.1 WW CEC

2016 Idaho Rural Water Association Annual Spring Conference,  
Pocatello, ID March 2016

“Getting New Life out of an Aging Lagoon System: A Case Study”  
0.1 WW CEU

23rd Annual Region 9 Tribal EPA Conference, Reno, NV October  
7-9, 2015

“Cost Effective Lagoon Ammonia Removal” 0.1 WW CEU

2015 Industrial and Commercial Water Reuse Conference, Austin,  
TX February 2-3, 2015

“Advanced Aeration in Hydraulic Fractured Flowback Impoundments”

0.1 CEU

---

## Experience

Sustainable Organization, LLC

Principal

March 2011 - Present (10 years 5 months)

Management consulting, business growth strategies, preparation assistance for debt and equity financing. Domain experience in the water treatment industry.

Inland TechStart Fund, LLC

Advisory Board

July 2011 - December 2015 (4 years 6 months)

Perform diligence and advise on equity investments.

Scan Measuring Systems, LLC

National Sales Manager

October 2011 - June 2013 (1 year 9 months)

Provide customer solutions in online water quality monitoring systems while managing a nationwide rep network. Provide strategic direction for marketing efforts, sales support, and service contracts. More than doubled sales transactions in 2012 over 2011. Current quotation volume at record high and adding one quote per day in 1Q 2013.

Blue Water Technologies, Inc

President

September 2003 - September 2010 (7 years 1 month)

-President of technology transfer company for water treatment. Led from 0 to over \$4 million in sales. Full P&L responsibility. Conceived and established the nation's only research facility at a working wastewater treatment plant.

Concluded multi-million \$ equity investment by Fortune 500 company.

-I am incredibly pleased to affect the nomination and election of then Blue Water CTO, Dr. Remy Newcombe as the 2009 recipient of the coveted Eddy

Medal for advancement in wastewater research. This edifies the leadership and vision established at Blue Water in my tenure.

### Bio-Origyn

Chief Operating Officer

January 2002 - July 2003 (1 year 7 months)

Led commercialization efforts of biotech product targeted at couples trying to conceive. FDA, FTC, GMP compliance activities.

### Rogue Wave Media

VP Sales and Marketing

August 2000 - January 2002 (1 year 6 months)

Led national sales efforts of digital media product integrated into marketing strategies. Clients included Ericsson (cell phones at the time), PGA Tour, ESPN.com, ESPN, The Magazine, Make-A-Wish Foundation, MBNA, Golf Digest, NASCAR, and Team Ford Racing.

### North of Hollywood

Owner

1984 - 1998 (14 years)

Hayden, ID HQ

Started one video store and grew the enterprise to 23 outlets across three states. Also had tanning stores, electronics repair facility, Radio Shack, and one hour photo stores. Successful exit. Earned Ph.D. in debt financing. These years were instrumental in building fundamental business skills and risk analysis acumen.

---

## Education

### Marylhurst University

Master of Business Administration (MBA), Sustainability - Public Policy · (2011 - 2012)

### Lewis & Clark State College

Bachelor's, Management · (1977 - 1983)

## Contact

kyle.r.day@gmail.com

[www.linkedin.com/in/kyle-day-b705682b](http://www.linkedin.com/in/kyle-day-b705682b) (LinkedIn)

## Top Skills

Event Planning

Event Management

Sports Marketing

# Kyle Day

General Manager at Spokane Indians Baseball Club  
Spokane

## Experience

Spokane Indians Baseball Club

10 years 5 months

General Manager

April 2019 - Present (2 years 5 months)

Assistant General Manager - Sponsorships

September 2013 - April 2019 (5 years 8 months)

Spokane, Washington Area

Promotions Coordinator

April 2011 - September 2013 (2 years 6 months)

Gonzaga University

Adjunct Faculty Instructor

January 2018 - Present (3 years 8 months)

Spokane, Washington Area

Spokane Chiefs Hockey

Promotions Intern

December 2010 - May 2011 (6 months)

Spokane Club

Server/Bartender

December 2009 - May 2011 (1 year 6 months)

Oregon State University

Student Athletic Trainer

September 2008 - June 2009 (10 months)

Student Athletic Trainer for the Oregon State University Men's Basketball team

---

## Education

Gonzaga University

M.A., Sport and Athletic Administration · (2009 - 2011)

Oregon State University

B.S., Sport and Exercise Science · (2004 - 2009)

## Contact

509-389-5696 (Mobile)  
ewanezek@live.com

[www.linkedin.com/in/eileen-dempsey](http://www.linkedin.com/in/eileen-dempsey) (LinkedIn)

## Top Skills

Program Management  
Process Improvement  
Business Analysis

## Certifications

Agile Project Management Foundations  
Transitioning from Waterfall to Agile Project Management  
Agile at Work: Building Your Agile Team  
Agile at Work: Planning with Agile User Stories  
Lean/Six Sigma Green Belt

# Eileen Dempsey

Data Integration Manager at Catholic Charities Eastern Washington  
Spokane

## Summary

I have excellent communication skills with a commitment to professionalism and quality. I apply technical skills and business knowledge to analyze processes, creating more efficient and productive systems. I am a creative problem solver and a flexible team leader. I am skilled at asking analytical questions and will acquire the necessary resources to complete any task. I have strong presentation skills with the ability to adapt instructional techniques to better communicate with my audience.

I am committed to growing and developing the Spokane community through business consulting and volunteer work. I strive to be a servant leader and I am looking for opportunities to solve business challenges for Spokane businesses.

---

## Experience

Catholic Charities Eastern Washington  
2 years 1 month

Data Integration Manager  
March 2020 - Present (1 year 6 months)  
Spokane, Washington, United States

Business Manager  
August 2019 - March 2020 (8 months)  
Spokane, Washington Area

The Housing Stabilization Program helps the most vulnerable clients access the basic supports they need to live with dignity. Families and individuals experiencing homelessness or living with a disability can receive referrals for assistance with housing, employment, disability benefits and recovery from opioid use disorder. As business manager I:

- Built and managed business systems to optimize resource utilization and team collaboration.
- Managed services billing (through medical billing procedures)
- Maintained HIPAA compliance

- Tracked spending against grants/funding sources
- Configured and implemented new Microsoft O365 collaboration tools within the team

## Gonzaga University Graduate School of Business

### Adjunct Professor

February 2020 - Present (1 year 7 months)

Spokane, Washington, United States

I am leading the Business Consulting Projects Lab. In this program student consultants work on business projects from our community partners. Graduate students get real world experience and build a portfolio piece, and local non-profits and small businesses get free business consulting while developing a longterm relationship with Gonzaga.

## SCORE Mentors

### Spokane Chapter V.P.

September 2018 - Present (3 years)

Spokane, Washington Area

Mentor small business owners.

Lead community education workshops.

SCORE Spokane Chapter Vice President. As a member of the leadership team I organize and run chapter initiatives- including client engagement, volunteer engagement, marketing, workshop curriculum, special events, IT.

## VirtoSoftware

### Customer Success Manager

July 2018 - February 2019 (8 months)

United States

- SharePoint Expert
  - o Working with SharePoint communities and existing customers to gather requirements for future products roadmap and new features for existing products
  - o Providing context and leadership to the development team ensuring that the software developed is in line with the problems customers are looking to solve.
- Agile Project Manager
  - o Manage custom development projects with customers
  - o Working with customers to establish goals and project success KPI's
  - o Product Owner- define user stories and acceptance criteria,
  - o Backlog grooming- incorporating customer feedback

- o Draft customer success stories for marketing after successful completion of projects
- Customer Service
  - o Developing and nurturing customer interactions with VirtoSoftware products
  - o Product demonstrations for Customers- determining pain points and key success factors to deliver the optimal solution
  - o Create excellent customer relationships; increasing product adoption and ensuring customer satisfaction and retention
- Business Analyst
  - o Collecting and analyzing customers' business objectives and translating them into requirements in clear formats and representations
  - o Analysis of business performance and customer interactions
  - o Writing process documentation for internal and external distribution

### Wagstaff, Inc.

#### Account Executive

April 2018 - November 2018 (8 months)

Spokane Valley, WA

- International sales, primarily covering China, New Zealand, and Australia
- Customer Service
  - o Provide customers with information and respond to product/service inquiries: equipment operation and maintenance, changes in service, discontinued product, product enhancements
  - o Investigate and rectify errors in supply or service
  - o Ensure customer interactions with Wagstaff are of the highest quality and value
- Quote, purchase order, and proposal generation
  - o Work with customers, area sales managers, and internal teams to coordinate highly technical specifications
  - o Manage orders through contract review, kick-off meetings, project management, and order tracking

### ProSys Information Systems

#### Project and Process Manager

July 2015 - April 2018 (2 years 10 months)

Spokane, Washington Area

- Assigned to Microsoft Retail Account Team
- Responsibilities include: combination of technology spares program management and IT asset management tasks

- Focused on process analysis and documentation projects- emphasis on visual process mapping, team training, and improving team communication and knowledge sharing
  - o Designed and built team SharePoint site
  - o Built process documentation templates for team use
  - o Mapped end-to-end sales-fulfillment process for all customers flowing through Alpharetta warehouse
  - o Drove reorganization of service categories for Microsoft Project Team- to better perform to customer requirements
  - o Built SharePoint web forms for better communications tracking between Prosys and Microsoft teams
  - o Microsoft Project Team documentation

## P2 Solutions Group LLC

3 years 8 months

### Microsoft Retail Services IT Asset Manager

July 2014 - June 2015 (1 year)

Oklahoma City, Oklahoma Area

- Responsibilities included:
  - o Hardware lifecycle management- tracking and reporting asset purchases, incident management hardware replacement requests, problem analysis and root cause failure, and end-of-life asset recycle/disposals
  - o Managed and tracked all IT assets across 100+ retail stores, 50+ forward stocking locations and 3 warehouse locations (domestic and international).
  - o Worked closely with Retail Helpdesk, New Store Opening, Retrofit and Finance Teams to conduct asset audits and maintain data integrity
  - o Performed Technology Spares Team forecasting and procurement- gathered and analyzed data from multiple sources to determine inventory trends, utilizing this information for the tactical execution of procurement
  - o Reviewed and developed inventory processes to enhance operational performance
  - o Created and maintained team documentation and SharePoint sites
  - o Maintained Store Hardware documentation tool and Item Master list
  - o Asset Database Admin
  - o Team Admin for UPS and FedEx accounts
  - o Processed and maintained international trade documents for logistics team
- Ran process analysis and improvement projects to increase efficiency
  - o Completed a Green Belt FSL inventory restructuring project that reduced inventory costs by 10% and expedited shipping costs by 60%

- o Helped develop KPI's used to manage third party vendor- to improve vendor performance in alignment with Microsoft program goals

### Microsoft Retail Technology Spares Program Manager

November 2011 - June 2014 (2 years 8 months)

Oklahoma City, Oklahoma Area

- Worked closely with Microsoft Retail Helpdesk (tiers 1, 2, and 3) to provide hardware documentation and replacement hardware to Microsoft Retail Stores
- Responsibilities included:
  - o Managed warranty replacements and repairs for all non-merchandise hardware in Microsoft Retail Stores
  - o Interacted with manufacturers and authorized vendors to repair/replace/ dispose of bad hardware
  - o Incident management, forecasting and procurement, inventory management across 5+ warehouses, 50+ forward stocking locations and 7 vendors
  - o Asset management, vendor management, logistics (domestic and international), project management
  - o Process analysis and maintenance, documentation writing and maintenance, and employee/team training
- Communicated effectively with multiple teams; developing/maintaining/ managing processes, running meetings and training sessions frequently.
  - o Documented entire warranty management and RMA processes for Microsoft Retail Technology Team
  - o Held a key role in development of international shipping practices for Microsoft Retail Technology Group
  - o Built and maintained SharePoint site for 20+ vendors; for interaction with Microsoft Retail Technology NSO, Retrofit, Spares and Operations Teams
  - o Built an Access database containing all Microsoft Retail Technology hardware information
  - o Designed a Store Hardware documentation tool- used by entire Microsoft Retail Technology Team

### Belize Brother

Public Art Installation Assistant

March 2008 - April 2013 (5 years 2 months)

Seattle, Washington

Assisted a locally and nationally renowned public artist with build and installation phases for projects located in the Pacific Northwest. Each project creates a unique set of construction and installation problems and requires a team of creative problem solvers to ensure that all obstacles are accounted for

before walking into an installation. Executing installation with great care and patience while being able to respond and adapt quickly at a moment's notice.

## Populus Group

1 year 3 months

### Microsoft Retail Technology Warehouse Manager

September 2010 - June 2011 (10 months)

Redmond, Washington

- Responsibilities included:
  - o Team safety, and forklift operation and maintenance
  - o Tracking and reporting inbound and outbound shipments, warehouse inventory and asset management, and inventory audits
  - o Ordered warehouse supplies and cut PO's for freight shipments
  - o Logistics planning and coordination for Configuration, New Store Opening, Retrofit and Spares Teams
  - o Warehouse employee training and supervision
- Implemented warehouse layout to increase efficiency in inventory tracking and shipping
- Implemented color coding system for Retail Technology inventory and shipments to stores- reduced lost shipments in stores by 50%
- Documented entire inventory process for Retail Technology Team
- Zero incidents of product damage

### Microsoft Retail Technology Warehouse Operator

April 2010 - August 2010 (5 months)

Redmond, Washington

Responsible for forklift operation, receiving incoming shipments, preparing outgoing shipments, loading and unloading trucks, and performing inventory counts. Delivered hardware to and picked hardware up from configuration teams.

- Zero incidents of product damage

## University of Washington

2 years 3 months

### Student Assistant

January 2008 - March 2010 (2 years 3 months)

Managed projects independently. Responsible for status updates and project resolution. Lead a team of 5 individuals. Accountable for all shelving installation within the Art Department. Maintained removal of all debris, painting of office spaces. Assisted in Art Department preparation of upcoming

events and projects. Organized equipment from two different eliminated departments for long term storage including inventory analysis.

#### Teacher Assistant

March 2009 - June 2009 (4 months)

Wrote assignments, taught process demonstrations to class of 20- 25 students. Classroom management which encompassed one on one time with students as well as small groups.

---

## Education

### Gonzaga University Graduate School of Business

Master of Business Administration (M.B.A.), Business Administration, Management and Operations · (2016 - 2018)

### University of Washington

Bachelor of Fine Arts (BFA), Sculpture · (2007 - 2010)

### Eastern Washington University

Secondary Education and Teaching · (2005 - 2007)

## Contact

[www.linkedin.com/in/deborahandickerson](http://www.linkedin.com/in/deborahandickerson) (LinkedIn)  
[nisbdc.com/](http://nisbdc.com/) (Company)  
[graceinnature.wordpress.com/](http://graceinnature.wordpress.com/)  
(Personal)

## Top Skills

Project Management  
Strategy  
Program Management

## Languages

English

## Certifications

Project Management Professional

# Deborah Dickerson, PMP, MBA

Business Coach at North Idaho SBDC | Business Consultant at SNAP | Project Leader | Project Manager  
Spokane-Coeur d'Alene Area

## Summary

I'm a small business coach at the North Idaho Small Business Development Center. I'm excited to use my deep knowledge of business to support small businesses where I live helping them to thrive and grow into world-class businesses.

I am also a business consultant for SNAP Spokane to support small businesses pivot their business models with the impact of COVID-19. I will also be working with businesses to implement remote technology supporting sales and customer service, otherwise known as customer relationship management (CRM).

Throughout my career, I've successfully completed many difficult projects creating success, some for projects that have previously failed. I have the ability to pull people together on both the technical side and business side to get things done in a way that works. I'm also someone who provides structure and works hard to find better or simpler ways to address sticky problems. I am a certified PMP with PMI since 2004 and have over 20 years of project management experience.

I previously worked with small businesses creating and implementing digital marketing strategies through my business, Ubeity. This includes website development and design, executing email marketing strategies, and social media management creating a powerful inbound sales funnel. It's about empowering small businesses in the use of technology to forward the growth of their business. I've worked in marketing for 10+ years. Ubeity is about transforming how organizations approach the world.

Expertise: Business consulting, project management, project leadership, budget management, organizational change, organizational transformation, grant management, digital marketing strategy, contract negotiations, contract management

---

## Experience

### North Idaho Small Business Development Center

#### Small Business Coach

June 2020 - Present (1 year 3 months)

Coeur d'Alene, Idaho, United States

Work with small businesses in North Idaho to accelerate their business success supporting them to grow and thrive. Utilize my expertise in business, marketing online and off, and teaching experience to provide coaching to existing or startup businesses. Let's grow world-class businesses in Northern Idaho.

#### About the NISBDC:

The North Idaho SBDC offers no-cost coaching to business leaders and owners. Coaching is available for Existing Businesses, Exporting, and Start-up Businesses.

### SNAP Financial Access

#### SNAP business consultant

July 2020 - Present (1 year 2 months)

Spokane, Washington, United States

I work with SNAP clients as an independent contractor on their business models and their customer life cycle to support them in getting clear so they can have a successful business. I also create and teach classes on these topics.

### Gonzaga University - School of Business Administration

#### Adjunct Professor

January 2020 - Present (1 year 8 months)

Spokane, Washington Area

Teaching project management topics within Gonzaga University's MBA project management concentration, developed course curriculum to forward the study of project management.

### Spokane Falls Community College

#### Guided Pathways Project Leader

September 2018 - June 2020 (1 year 10 months)

Spokane, Washington Area

This is a transformational project that will impact the students, staff, and faculty. Community colleges across the country have been experiencing a drop

in enrollment and low graduation rates. This project is designed to impact how community colleges do business with a focus on student success and equity. This is the most exciting project I have ever had the privilege to co-lead and be a part of.

The PM for Guided Pathways at Spokane Falls Community College will serve as the primary coordinator of activities related to executing the requirements of the College Spark Grant in our college-wide Guided Pathways framework. The PM is charged with coordinating the Guided Pathways steering committee, three Workgroups, and multiple Focus Area teams, scheduling meetings, archiving notes, and documenting tasks completed. The Guided Pathways PM reports to the Vice Presidents of Learning and Student Services.

Below are key responsibilities of this position:

- Manage, plan, and coordinate efforts of college faculty and staff engaged in the Guided Pathways framework change.
- Serve as primary contact for faculty and staff participating in the Workgroups and Focus Areas.
- Serve on and coordinate meetings of the Guided Pathways Steering Committee.
- Manage Guided Pathways budget informing the VP's of budget status.
- Coordinate and assist in developing the five-year SFCC Guided Pathways Work Plan.
- Monitors the implementation of the Guided Pathways Work Plan and ensures the evaluation of the effectiveness.
- Coordinate the Program Maps as advising tools with the Advising Department and Curriculum Manager's office.
- Assist in developing and archiving all materials for Guided Pathways including marketing, website content, budget tracking.
- Develops and promotes special events, seminars, and workshops including, but not limited to, faculty and staff professional development activities, student engagement events, and outreach activities.

Ubeity LLC

Co-Founder

September 2016 - September 2018 (2 years 1 month)

Spokane, Washington Area

Bringing online engagement to small businesses, non-profits, and faith communities to build sustainable business models in digital environments.

Ubeity works with small businesses creating and implementing digital marketing strategies. This includes website development and design, executing email marketing strategies and social media management creating a powerful inbound sales funnel. It's about empowering small businesses in the use of technology to forward the growth of their business. I've worked in marketing for 10+ years. Ubeity is about transforming how organizations approach the world.

### Independent Digital Marketing

Consultant

September 2013 - September 2018 (5 years 1 month)

Sandpoint, ID

I work with organizations on their digital marketing strategies including website design and implementation, SEO, email marketing, and social media.

### Beringer Associates, Inc.

Marketing consultant

2013 - 2015 (2 years)

Camden, NJ

Created and edited the Beringer newsletter on a monthly basis. Also created strategies to enhance Beringer's digital marketing efforts.

### State of New Mexico

Implementations Services Bureau Chief

March 2004 - August 2012 (8 years 6 months)

Santa Fe, New Mexico Area

At the Department, I worked on a variety of projects across the organization and established the Project Management Office. I managed a portfolio of projects of over \$5 million. I negotiated, wrote and managed contracts with a wide variety of vendors in support of these projects. This included managing the procurement process. Worked with multiple state agencies to provide funding and receive the necessary resources to complete projects.

I also managed the overall IT budget for the Department of Health including working with the State CIO for budget and project approval.

### Standard & Poor's

Associate, Project Manager

August 2001 - July 2003 (2 years)

Responsible for the implementation of their credit risks services at client sites. Developed processes for the analyzing large databases and created formulas for data trends the would predict credit risk based client data.

## SuperGroups

Project manager

1999 - 2000 (1 year)

Established the software development life cycle including software release process and testing for quality assurance for their websites.

## Flexi Software

Product Manager

1997 - 1998 (1 year)

Shelton, CT

I released their Account Receivable product which had been experiencing delays in getting to a generally available product launch. This included preparatory work to account for the Euro implementation for currency conversion. Worked with Flexi clients to begin to create an inventory management part of their product line.

## Epicor Software

Product/Project Manager

1989 - 1997 (8 years)

Yardley, PA

I worked for Prophet 21, now part of the Epicor family of products. While at Prophet 21, I established the project management processes. Launched new products on time and within budget. Was the project manager of the first new product platform release in over 25 years. Also worked in as a product manager in support of sales and marketing for the organization and across their product platforms.

---

## Education

Presidio Graduate School

Master of Business Administration (MBA), Sustainable

Business · (2006 - 2008)

Rider University

BS, Bus. Admin · (1992 - 1996)

## Contact

5035539356 (Mobile)  
stephanie.martin16@gmail.com

www.linkedin.com/in/selie  
(LinkedIn)  
seconsultingnw.com (Company)  
OneStephanieAnn.com (Portfolio)

## Top Skills

Event Planning  
Academic Advising  
Strategic Communications

## Languages

Japanese

## Honors-Awards

Beaverton Junior Miss

# Stephanie Elie-Martin

Leader | Trainer | Educator  
Spokane

## Summary

Stephanie Elie-Martin is a communication, equity, and leadership consultant in the Inland Northwest. She specializes in engaging and empowering diverse audiences through informed, intentional communication.

Stephanie spent 15 years serving in leadership roles primarily in the manufacturing and construction fields. Her duties included overseeing marketing, finance, production, installation, and design. Her greatest successes stemmed from communication and culture audits aligning people and processes for maximum impact. She now harnesses her expansive experience and researched based methodology to help organizations reach their full potential.

Stephanie ardently believes that our future depends on cultivating a more equitable social and organizational landscape. She is a doctoral student at Gonzaga where her research focuses on leadership, storytelling, and equity. She also started and runs a non-profit, Leading Ladies, aimed at helping young women boldly write their authentic story despite the gendered world we live in.

---

## Experience

### SE Consulting NW

Owner

July 2019 - Present (2 years 2 months)

Spokane, Washington Area

Helping organizations align people, process, and profit.

- \*Operational efficiency.
- \*Communication & culture audits
- \*Strategic planning
- \*DE&I training
- \*Communication training
- \*Leadership training
- \*Storytelling training & development

## Gonzaga University

Adjunct Professor

March 2020 - Present (1 year 6 months)

COML 530 - Women, Communication, & Leadership

BUS 268 - Storytelling, & Equity

Bus 269 - Personal Storytelling

## MDSC

Director Of Operations

November 2018 - September 2019 (11 months)

Washington, United States

Responsible for all financial reporting, analysis, and strategic growth planning; developed and implemented strategic sales and marketing plan; leadership training and development; independently managed internal & external communications; identified and resolved bottlenecks; monitoring personnel and resources; implementing cost reductions; developing reporting procedures and systems; initiating and fostering a spirit of cooperation within and between people and departments; develop innovative problem resolution processes and encouraging new ideas and methods; assess and provide feedback regarding performance to employees; maintain adequate staffing levels. Reduced costs by 23%.

## Walla Walla Valley Medical Society

Executive

November 2016 - November 2018 (2 years 1 month)

Walla Walla, WA

Work with physician led board on general meeting topics; independently plan, organize and execute monthly events; strategically manage communication and marketing; actively engage local members and medical facilities; manage overall operations; decreased expenses 20%; increased meeting attendance by 32%.

## WWU

Student Advisor

July 2017 - September 2018 (1 year 3 months)

Washington, United States

Provide a variety of advanced administrative, technical and student advisory support for the school of nursing; work closely with the Associate Dean to facilitate admissions and prospective student inquiries; advise current

freshman and sophomore; event coordination and support; supervision of student workers.

## Realtor

### Real Estate Agent

February 2016 - June 2017 (1 year 5 months)

Clark/Walla Walla County, WA

Serving others by helping expertly facilitate their real estate transactions. I adhere to the highest ethical standards; honesty is always best for my clients. It is my goal to take what can be one of the most stressful life events and create an experience wrought with joy so that everyone may see the full glory and light of God. I seek to develop meaningful relationships that transcend real estate and build a fruitful community of love and support.

## Wall to Wall Tile and Stone

### Accounting & Operations

May 2015 - February 2016 (10 months)

Manage cash flow; manage consignment inventory & revenue reporting; increase profitability by adjudicating client complaints and credits; HR functions including 401(k) management; increased client retention through conflict management and dispute resolution; developed technique to reduce WIP process from 20 hours to three.

## Holes Unlimited

### Director Of Operations

August 2013 - May 2015 (1 year 10 months)

Vancouver, Wa

Allocate available resources to enable successful task performance; organize orientation and training of new staff members; establish and monitor procedures for record keeping; implement procedural and policy changes to improve operational efficiency; prepare operational reports and schedules; negotiated & won union partnership dissolution; achieved profitability increase of 50%.

## Scones By Stephanie

### Owner

April 2012 - January 2014 (1 year 10 months)

Vancouver, Wa

As creative chef and owner I uncover new flavor combinations to excite any palette. Ongoing research and experimentation yield constant updates to flavor

and presentation to one of the best if not oft destroyed bakery items. And all with a traditional recipe and background! History and the oven uniting.

Creative Performance Inc.  
Accounting Coordinator  
August 2012 - April 2013 (9 months)  
Vancouver, Wa

Conceptualize and administer company policies; payroll; financial management; utilized integrated project management and accounting system to verify appropriate revenue recognition and client invoicing; executed migration of accounting from standalone to integrated project management system with little oversight.

Doug Pedersen LLP  
Intern  
November 2009 - August 2012 (2 years 10 months)  
Marketing, Advertising Current  
\*Branding \*PR Communications \*Proofreading/Editing

Mt Scott ENT  
Client Services Manager/Bookkeeper  
April 2010 - August 2011 (1 year 5 months)  
Closely monitor financial benchmarks assuring accuracy; process payroll and quarterly taxes; create and produce all marketing materials including brochures and online social media; work with providers and front office staff to ensure that all policies are created and executed in a way to facilitate patient flow.

Fred Meyer Cashier  
Front End  
October 2008 - April 2010 (1 year 7 months)  
Customer Service, ring transactions, take managerial direction.

Logistics Northwest  
Operations Manager  
October 2006 - January 2009 (2 years 4 months)  
Payroll using ADP, established company's Quickbooks accounting, A/R, A/P, financial management, financial forecasting, tax preparation, financial analysis, account reconciliation, HR including 401(k) and health benefits establishment and management, operational reporting, client interfacing.

Davis Business Center  
Administrative Assistant  
April 2006 - June 2006 (3 months)

Answer phones via switchboard, communication liaison between management and clients, office supply management, general executive assistance including schedule management and dictation.

Fortix LLC  
Office Administrator  
October 2005 - March 2006 (6 months)

Phone management, A/R, A/P, purchasing, Quickbooks reports, executive assistance including: trip planning, schedule management, meeting coordination and set-up.

Target Guest Services  
Team Leader  
April 2005 - May 2005 (2 months)

Coordinate front end, manage cash flow, handled customer inquiries and problems, interview potential employees, served as a liaison between upper management and cashiers.

---

## Education

Gonzaga University School of Leadership Studies  
Doctor of Philosophy - PhD, Leadership · (2020 - 2023)

Gonzaga University School of Leadership Studies  
Master of Arts - MA, Communication · (2018 - 2019)

Portland State University  
BA, English · (2005 - 2007)

University of Oregon  
Journalism

Beaverton High School

## Contact

fowlerp2@gonzaga.edu

[www.linkedin.com/in/patsy-fowler-53b3bab8](http://www.linkedin.com/in/patsy-fowler-53b3bab8) (LinkedIn)

## Top Skills

Higher Education

Research

Teaching

# Patsy Fowler

Professor of English and Women's and Gender Studies (former)  
Department Chair at Gonzaga University  
Spokane

## Summary

Experienced Professor with a demonstrated history of working in higher education. Skilled in Teaching, Research, and Writing as well as Program and Curriculum Development and Leadership. Strong education professional with a Doctor of Philosophy (PhD) focused in British Literature and Women's Studies from Auburn University.

---

## Experience

Gonzaga University

Professor and former Department Chair  
August 2002 - Present (19 years 1 month)

---

## Education

Auburn University

Doctor of Philosophy (PhD), British Literature and Women's Studies · (1997 - 2002)

Middle Tennessee State University

Master of Education (M.Ed.), Curriculum and Instruction · (1995 - 1996)

The University of Alabama

BS, English and Language Arts Educaion · (1986 - 1990)

## Contact

[www.linkedin.com/in/brittany-harmon-467160b0](http://www.linkedin.com/in/brittany-harmon-467160b0) (LinkedIn)

## Top Skills

Lesson Planning  
Curriculum Design  
Assessment

## Languages

Albanian (Professional Working)  
Spanish (Limited Working)  
Macedonian (Elementary)

## Certifications

TEFL Certification  
Community Emergency Response  
Training (CERT)

# Brittany Harmon

Gonzaga University  
United States

## Summary

My professional goal for the future is to find a work opportunity that allows me to incorporate my experiences serving in AmeriCorps and Peace Corps, my love of working with English language learners, and my passion for serving the immigrant and refugee populations of the United States.

---

## Experience

### Gonzaga University

5 years 6 months

#### Wellness Coordinator & Special Programs Advisor

September 2018 - Present (3 years)

Spokane, Washington Area

#### Admissions Specialist

March 2016 - August 2018 (2 years 6 months)

Spokane, Washington Area

#### Admissions Specialist

### Peace Corps

#### TEFL Peace Corps Volunteer

September 2013 - August 2015 (2 years)

I am a Teaching English as a Foreign Language volunteer for Peace Corps in Macedonia (The Former Republic of Yugoslavia, Macedonia). I co-teach with two host country national counterparts, create lesson plans, produce teaching materials, and instruct my fellow teachers in the increase of technology use in the classroom, and new teaching methods that I have recently learned in my masters program.

### Gonzaga University Language Center

#### Graduate Assistant

September 2012 - September 2013 (1 year 1 month)

Gonzaga University

Tutoring International undergrad students in the Language Center at Gonzaga University. This tutoring involved helping students to study for their language and mainstream academic courses, write academic papers in English (their second or third+ language), and offer grammar help and conversation practice.

### Gonzaga University ESL Community Outreach Program

Coordinator/Teacher

September 2012 - September 2013 (1 year 1 month)

Gonzaga University

Teaching and organizing free, open-enrollment classes for the immigrant and refugee population of the Spokane community. This program focused on language "survival" skills, like communicating with a clerk at the bank, paying bills, reading signs, etc.

### FWPS AmeriCorps

Academic Coach/Team Leader

September 2010 - June 2012 (1 year 10 months)

Federal Way Public Schools, Washington

I completed two 10 1/2 month service years with the Federal Way Public Schools AmeriCorps program. My first year I served as an academic coach, working with students in the AVID program (Advancement Via Individual Determination) which coached students under-represented (i.e. ethnic, linguistic, economic minorities, et.) in universities to succeed in their classes and apply to college. My second year I was given the opportunity to serve as a Team Leader, and in addition to my role as an academic coach I also mentored my fellow AmeriCorps volunteers, and did a peer training on identifying and handling bullying behavior.

---

## Education

Gonzaga University

Peace Corps Masters International, Teaching English to Speakers of Other Languages · (2012 - 2015)

Gonzaga University

Summer Institute, TEFL Certification · (2013 - 2013)

Seattle University

Bachelors of Arts and Science, English Literature · (2005 - 2009)

## Contact

carahoag@gmail.com

[www.linkedin.com/in/carahoag](http://www.linkedin.com/in/carahoag)  
(LinkedIn)

## Top Skills

Marketing Communications  
Organizational Communication  
Marketing Strategy

## Honors-Awards

Professional Certified Marketer -  
Digital Marketing

# Cara Hoag

Freelance Marketer | Strategy and Execution | Project Management  
Spokane

## Summary

I bring more than 16 years of marketing experience: Starting with a foundation of project management, I make timelines, capture key details and develop a work plan. My background includes a variety of expertise from agency to enrollment to higher education marketing - and I'm always eager to learn something new.

My friendly yet focused and steady demeanor helps me lead a team, build genuine relationships and work well under pressure.

Working with people, for people is my passion. I want to bring creative solutions and drive results with a friendly, authentic approach to marketing.

### Specialties:

Marketing Strategy and Execution, Marketing Project Management  
Higher education with metrics and focus on enrollment, fundraising, brand and event support.

Marketing agency work with varied clients such a technology, nonprofits, health care, start ups, animal care, public utilities.

Charter school enrollment focused on low-income, inner city schools to meet enrollment targets and board-driven requests.

Educational background in Organizational Communication, PR and Advertising. Recently earned AMA's Digital Marketing certification.

---

## Experience

### Self-employed

Freelance Marketing Consultant

July 2021 - Present (2 months)

I bring a passion for marketing plus 16+ years of experience in the field -- spanning education, nonprofits, healthcare and small businesses. I am curious by nature and love to plan strategies that meet marketing goals and am a project manager by nature so I love helping execute (in other words, getting

things done for you). Contact me to discuss how I can help your marketing efforts.

## Gonzaga University

8 years 7 months

### Assistant Director of Marketing and Communications

June 2019 - January 2021 (1 year 8 months)

Spokane, WA

Cultivate relationships with campus partners to plan and deliver marketing and communications support, including visual design, website, storytelling, social media, visual media, integrated marketing campaigns, event support, and marketing project plans.

Lead and supervise the visual design team, marketing and communications specialist and various student positions.

### Senior Marketing and Communications Specialist

July 2012 - June 2019 (7 years)

Spokane, Washington Area

Assist clients across the university with integrated marketing campaigns and marketing materials, offering marketing advice, content revisions, design direction, budget guidance and review for brand standard adherence.

Manage client and department projects, setting schedules and facilitating through the appropriate channels for reviews, revisions and approvals.

Develop and implement project management standards and processes to position the MarCom team to help the University efficiently and to expand our services.

## Wallrich Landi Integrated Marketing Communications

### Marketing Account Executive

July 2010 - June 2012 (2 years)

As a member of the account team, my work involved:

Work with clients to achieve their marketing goals through integrated marketing solutions including research, strategy, copywriting, design, search engine optimization, programming and public relations.

Build and maintain client relationships.

Manage internal resources, deadlines, overall project timelines and budgets.

Business development, including proposals, estimating bids and networking.

Wallrich Landi is an integrated in-house marketing services including communication strategy, branding, graphic design, advertising, public relations, web and custom application development, SEO and social media.

### EdisonLearning

#### Enrollment Manager

September 2008 - August 2010 (2 years)

Meet target student enrollment numbers for EdisonLearning managed charter schools, working with charter schools across the country to recruit students in grades K-8. Worked directly with school leadership and school boards to create and execute recruiting campaigns, manage vendors and retention efforts to meet enrollment targets for each school.

EdisonLearning offers an end-to-end approach to K-12 education that addresses the entire learning experience and how it is delivered – from school organization and scheduling, to curriculum, professional development, and administration.

### Alling Henning Associates

#### Account Manager

August 2007 - October 2008 (1 year 3 months)

In my most recent role, I managed a team/account of five employees. Involved resource allocation, writing proposals, estimating bids, managing budgets and budget forecasting. Work included copy editing and managing marketing copy for Hewlett Packard worldwide consumer printing packaging. Other projects involved working with clients, design agencies and partners to achieve defined marketing objectives.

Alling Henning Associates is a communications firm skilled at developing integrated programs with content tailored to medium—print, web, interactive or video—and to discipline, such as branding, internal communications, advertising, research or PR.

### Washington State University

#### Independent Teaching Assistant/Instructor

August 2005 - May 2007 (1 year 10 months)

Teaching two entry-level college courses per semester. Includes lesson plans, lectures, classroom management and grading for a public speaking course.

Participated in the implementation of Freshman Focus: collaborated with resident directors and professors to link course work and resident life for incoming freshman.

### Alling Henning Associates

Project Manager

August 2004 - August 2005 (1 year 1 month)

Managed marketing and promotion projects for clients such as Hewlett Packard. Worked with clients, design agencies, web managers and partners to achieve project completion. Included writing and managing online newsletters and promotional material.

---

## Education

Gonzaga University

BA, Communications, Advertising

Washington State University

Masters of Arts, Communication

## Contact

gandthusted@comcast.net

[www.linkedin.com/in/greghusted](http://www.linkedin.com/in/greghusted)  
(LinkedIn)

## Top Skills

Organizational Development

Talent Management

Leadership Development

## Certifications

Gallup-Certified Strengths Coach

Master Financial Coach

# Greg Husted, MBA, SPHR

Leader, Professor, Consultant  
Spokane-Coeur d'Alene Area

## Summary

Coach and Consultant in leadership, talent management and performance improvement. Leadership trainer in change, communication, resiliency, strategic thinking and motivation. Consultant in talent management, performance management and performance improvement. Certified coach in Clifton StrengthsFinder by Gallup and Dave Ramsey Certified Master Financial Coach.

Senior Corporate and Retail banking professional in Human Resources, regional sales management, production and performance improvement, project management, core systems conversion and acquisition training.

Health care leader for talent and leadership development focused on strategic thinking, effective communication, talent management and culture training.

Project management professional in conversion training, acquisition training and various HR function-related projects.

Adjunct Professor of Management for both undergraduate and graduate level courses in management development, organizational behavior, training and organization development, compensation and appraisal, effective communication, leadership resilience, change management and conflict management.

---

## Experience

Husted Leadership Consulting LLC

Founder and CEO

August 2018 - Present (3 years)

Spokane, Washington Area

Our mission is to create exceptional leaders in our communities, organizations and families through coaching, education and training.

Husted Leadership Consulting offers: Leadership coaching, training, keynotes, retreats and succession planning. We customize training programs and leadership strengths coaching sessions. Human Resource services are available in employee relations consulting, investigations, and outplacement services.

#### Kootenai Health

Senior Training & Organizational Development Specialist

August 2015 - Present (6 years)

Coeur d' Alene

#### Gonzaga University

Adjunct Professor School of Business

2007 - Present (14 years)

Graduate courses include Organizational Behavior - Managing People and Performance, Current Issues in Management - Leadership Resilience, Conflict Management, Change Management, Effective Communication, Performance Appraisal, Negotiation

Undergraduate courses include Interpersonal Skills for Managers, Training and Organizational Development, Compensation and Appraisal

#### Umpqua Bank

VP & Career Center Manager, Umpqua Bank

April 2014 - August 2015 (1 year 5 months)

#### Sterling Bank

8 years 9 months

VP & Director of Training and Talent Management

September 2007 - April 2014 (6 years 8 months)

Spokane, Washington

VP & Deposit Product Leader

August 2005 - August 2007 (2 years 1 month)

Spokane, Washington

---

## Education

Gonzaga University

Master of Business Administration (M.B.A.)

## Contact

509-209-8740 (Work)  
ejacobson@archbright.com

www.linkedin.com/in/erin-jacobson-  
b132445 (LinkedIn)  
archbright.com (Company)

## Top Skills

Employment Law  
Litigation  
Arbitration

## Certifications

Idaho State Bar  
Oregon State Bar  
Washington State Bar Association

# Erin Jacobson

Director, Legal & HR Advice at Archbright  
Spokane-Coeur d'Alene Area

## Summary

Archbright is the go-to resource for Pacific Northwest employers. At our core, we offer easy access to expert HR, safety, and legal advice through an affordable annual membership. Our focus is helping companies elevate workplace performance—by helping them be compliant with hundreds of employment laws and build more engaged workforces.

---

## Experience

### Archbright

5 years 3 months

#### Director, Legal & HR Advice

April 2019 - Present (2 years 4 months)

### Attorney

May 2016 - March 2019 (2 years 11 months)

- Provide day to day advice on labor and employment legal compliance issues to over one thousand member employers in Washington, Idaho, and Oregon.
- Conduct employment investigations and employee training.
- Lead labor negotiations for management teams of both public and private sector employers; represent employers in labor grievances, mediations, arbitrations, and administrative agency proceedings.

### Gonzaga University

#### Adjunct Professor

January 2017 - May 2018 (1 year 5 months)

Spokane, Washington

Adjunct Professor of Employment Law and Labor Relations, Spring 2017 and Spring 2018

### City of Spokane

7 years 3 months

#### Assistant City Attorney

March 2009 - May 2016 (7 years 3 months)

- Led the City's labor negotiations team as the chief spokesperson in negotiations with the City's eight unions; represented the City in labor grievances, mediations, arbitrations, and administrative agency proceedings.
- Provided day to day advice on labor and employment legal compliance issues to the Mayor, City Council members, and City executive staff members; conducted employment investigations and employee training.

#### Acting Human Resources Director

June 2010 - May 2011 (1 year)

- Supervised a Human Resources staff of eleven employees; developed and managed an operating budget of approximately one million dollars and a self-insured benefits budget of approximately eight million dollars.
- Oversaw Employee Relations, Labor Relations, and Employee Benefits for the City's approximately two thousand employees and eight bargaining units, including Police and Fire Departments.

#### Allen & McLane, P.C.

Attorney

August 2007 - January 2009 (1 year 6 months)

- Defended employers in all stages of litigation and in arbitrations and administrative hearings.
- Provided day to day advice to employers regarding labor and employment legal compliance issues; conducted employment investigations and training.

#### Paine Hamblen LLP

Attorney

September 2001 - August 2007 (6 years)

- Defended employers in all stages of litigation and in arbitrations and administrative hearings.
- Provided day to day advice to employers regarding labor and employment legal compliance issues; conducted employment investigations and training.

---

## Education

#### Georgetown University Law Center

JD · (1998 - 2001)

#### Montana State University-Bozeman

BS, Psychology · (1994 - 1998)

Montana State University-Bozeman

BA, Philosophy · (1994 - 1998)

## Contact

Spokane, WA  
kleinj@gonzaga.edu

[www.linkedin.com/in/jenn-klein](http://www.linkedin.com/in/jenn-klein)  
(LinkedIn)

[www.gonzaga.edu/foley-library/ata-support](http://www.gonzaga.edu/foley-library/ata-support) (Company)

## Top Skills

Management  
Event Planning  
Public Speaking

# Jennifer Klein

Knowledge Broker. Data & Research Specialist. Assessment Guru.  
Mentor. Lifelong Learner. Appreciator of Comedy.

Spokane

## Summary

Education is my calling. The intrinsic value of making a difference in the lives of young people is priceless. Working with data and numbers is abundantly fun! Identifying ways to save time and money is my favorite sport. Learning new things, including software applications and technical tools, brings me great joy! Being a change-maker is my motto.

---

## Experience

Gonzaga University - School of Business Administration

Adjunct Instructor

February 2021 - Present (7 months)

Spokane, Washington, United States

BUSN 269 02 Applying Excel Skills to Real-life Business Scenarios

Students will work together with the instructor to solve a real-life business case where Excel data needs to be analyzed and presented in a format that informs practice. This course will cover the top practical Excel skills used every day in business, such as VLOOKUP, conditional formatting, pivot tables, subtotals/counts, concatenation, creating custom reports (+page setup for printing in professional format), merging data into Word/Outlook, searching for data in cells using formulas (IF/THEN concepts), merging data across workbooks, tailoring the look and feel, and general formula use and editing/customization. These hands-on lessons will include understanding the foundations of how Excel works so students can critically think about why/how formulas are written so they can easily re-use and make edits.

Feb. 27-28

9 a.m. to 5:30 p.m. Saturday and Sunday

Gonzaga University

13 years 8 months

Assessment Coordinator

April 2016 - Present (5 years 5 months)

Academic Technology Applications Support (ATAS)

- Manage the implementation and ongoing support of select academic technology initiatives at Gonzaga University and the Foley Center Library.
- Serve as system administrator and trainer for all of the products managed by Academic Technology Applications Support (ATAS), mastering the software from multiple perspectives including both technical and end user points of view in coordination with rest of the ATAS staff
- Primary responsibility for the implementation, coordination, training and support of assessment activities and assessment software products in ATAS
- Manage, refine, assess and improve the functionality of select academic software which currently include, TracDat, Foliotek and Turnitin
- Respond to day-to-day work orders, questions, and requests from students, staff, and faculty
- Communicate with vendors to stay current with new features/functionality, to coordinate application updates and test product specifications
- Prepare and deliver workshops, training events and consulting sessions tailored to the needs and desires of faculty, students, staff and administrators
- Collaborate with faculty, departments and administrators for development of digital portfolios in Foliotek, and program assessment, student learning, and accreditation in TracDat
- Serve as GU campus administrator for CampusLabs' Baseline product, a software application for student learning assessment, rubric development, and survey projects
- Develop SharePoint site for TracDat, ActionPoint, PlanningPoint dashboard that will connect several data libraries for analysis to provide a strategic plan dashboard, accreditation dashboard, program review dashboard, and annual assessment dashboard
- Serve on Academic Technology Committee led by the Associate Academic VP
- Co-supervise student assistant

#### Career Data, Computer & Research Specialist

January 2008 - April 2016 (8 years 4 months)

Data analyst for undergraduate career and further education outcomes; researcher of career opportunities, economic forecast, and industry news; teacher of job/internship search strategies, interview techniques, résumé & cover letter development, and general career planning & preparation; developer of website and social media presence.

#### General Responsibilities:

-Provide statistical analysis and assessment of post-graduate outcomes data

- Maintain and update all undergraduate employment and further education outcomes records
- Keep track of economic trends and research top employers hiring new college graduates
- Maintain the website for the Career Center & GAMP office
- Post internships, job leads, and events on social media websites: Twitter, Facebook, LinkedIn, WP Blog
- Collect "Success Stories" from students and alumni
- Provide career development services to students and alumni

### KXLY Broadcast Group

Account Executive / Marketing Consultant  
September 2007 - January 2008 (5 months)

Cultivated new customer relationships, devised strategic marketing plan based on customer needs, wrote copy, oversaw production of advertisements.

### Purcell Systems, Inc. an EnerSys company

International Product Manager  
October 2006 - July 2007 (10 months)

Spokane Valley, Washington, United States

Managed all products designed for and sold to the international market by:

# Guiding a design and development team from product conception to end-of-life

# Managing the entire product line life cycle from strategic planning to tactical activities, collaborating with

Business Unit Managers (sales), Procurement, Purchasing, Quality Assurance and Engineering

# Translating market needs into clearly defined, detailed statements; specifying and maintaining Product Requirements Documents (PRD) and Marketing Requirements Documents (MRD)

# Communicating product requirements and determining viable development strategies, deliverables and release dates; developing and implementing a company-wide go-to-market plan

# Managing product portfolios, supporting sales and marketing with sales tools and customer presentations

# Benchmarking current product portfolios against competitor products on performance, features, costs and price; identifying industry trends as related to integration and interoperability for enterprise systems

- # Mapping improvement potential in product performance, features, cost reductions and quality
- # Traveling to Europe and China to coordinate product development and manufacturing solutions, including writing and submitting RFQs to multiple international manufacturing companies
- # Initiating and completing project proposals, including product specification and investment proposals; determining appropriate technical and contractual approach consistent with the company's objectives

## General Dynamics Itronix

### Inside Sales / Business Intelligence

January 2003 - October 2006 (3 years 10 months)

Spokane, Washington Area

#### Inside Sales Manager / Business Intelligence:

Worked to achieve team sales quota of \$25,000,000 and executed business development by:

- Performing the intricate sales details from building new customer relationships to determining suitable configuration options to working up quotes to customizing ROI statements
- Creating and maintaining "Boulder Reports" (lead lists) of all current and potential customers and Business Partners (BPs) to be used for goal setting and tracking
- Responding to multiple RFQs, RFIs, RFPs; crafting strategies for sales approach and maintaining CRM database (Siebel)
- Developing a corporate pitch for the public safety market and maintaining a very thorough knowledge of products and service options available
- Cultivating new BP relationships and implementing strategic plans and projects to win more business
- Strategizing with VPs and Directors on sales tactics and goals, metrics and success criteria
- Working with Marketing to create mailers and various ad campaigns

#### Client Service Account Manager (Itronix-GD continued):

Managed high-end accounts and provided customer support services to principal clients by:

- Ensuring Service Level Agreement (SLA) requirements were met or exceeded
- Providing client satisfaction in maximizing user efficiency, including product training and SLA information, and keeping abreast of the needs and expectations of clients

- Managing the customized Statement of Work (SOW) process when bringing on new clients
- Coordinating hardware upgrades and overseeing schedules, shipments and reworks, including managing clients' billable repairs, add-on orders, loaner inventory, and SLA and warranty expirations
- Preparing, analyzing and presenting daily, weekly and monthly hardware performance reports and quarterly reviews, accompanied by developing action plans and custom services to improve client satisfaction and enhance performance and service margins

#### Bitz & Clinton, P.S.

##### Office Secretary / Manager

January 2001 - January 2003 (2 years 1 month)

Facilitated all phases of office management and administration for a two-partner law firm by:

- Maintaining CRM database and filing system, assuring organization of all client material and information; developing forms and contracts, creating financial spreadsheets and reports
- Creating strategic PowerPoint Presentations on summaries and research findings to be used in court
- Communicating and corresponding with businesses; prioritizing appointment requests and maintaining schedules; planning events, coordinating travel itineraries; supervising office clerks

#### Rep. George R. Nethercutt, Jr. US House of Representatives Staff Assistant

June 1999 - January 2001 (1 year 8 months)

Personally assisted U.S. Representative in Congress by:

- Overseeing office management functions, prioritizing and coordinating calendars, assuring the Congressman remained on schedule and accomplished daily tasks
- Providing distinguished communication skills for constituent relations and services by corresponding with a diverse constituency and fulfilling the requests of those visiting Washington, DC; scheduling and conducting tours; mailing visitor information
- Composing letters, e-mails, reports, agendas and minutes; proofreading and editing, administrating congressional research and writing, updating database and maintaining filing systems

## Education

Gonzaga University School of Education

Doctor of Education - Ed.D., Educational Leadership · (2021)

Gonzaga University

Master of Arts - MA, Organizational Leadership · (2010)

Eastern Washington University

Bachelor of Business Administration - BBA, Management Information Systems,  
General Business Management · (2002)

## Contact

509.954.5334 (Mobile)  
tim@velop.org

[www.linkedin.com/in/timkrauss](http://www.linkedin.com/in/timkrauss)  
(LinkedIn)  
[www.velop.org](http://www.velop.org) (Company)  
[www.needsmet.org](http://www.needsmet.org) (Company)

## Top Skills

Leadership  
Entrepreneurship  
Training

## Languages

Spanish (Elementary)

## Honors-Awards

3rd place in Startup Weekend in  
Spokane

# Tim Krauss M.S.M.

Technical Project Manager. Digital Entrepreneur. Connector.  
Spokane-Coeur d'Alene Area

## Summary

Seeking opportunities that need software development project management with an entrepreneurial mindset. Offering 15+ years as a Technical Project Manager creating multiple systems, platforms and apps on time and on budget.

Tim's purpose is to unleash the creative capacity of individuals by empowering them to know their calling and thrive in that. Tim has the unique ability to find needs, create solutions, build technology and bring it to market.

StrengthsFinder Top 5 in 2015: Strategic, Belief, Positivity, Futuristic, Includer

StrengthsFinder Top 5 in 2020: Belief, Positivity, Activator, Connectedness, Developer

Global Experience in 20 different countries including India, China, Dubai, Panama, Kenya, Mexico, Korea, Thailand.

He is always looking for the next great solution to work on. If you would like to consult with Tim, please contact him at 509-954-5334 or [timk@needsmet.org](mailto:timk@needsmet.org)

Specialties: startups, crowdfunding, product creation and development, technology solutions, web applications, new ideas, connecting people, marketing, custom development, contract development

---

## Experience

infoVia  
Technical Product Manager  
June 2021 - Present (2 months)

infoSecur is the product I am developing that is a policy-based approach to data provisioning and user management. It protects sensitive data while making it easier for IT to provide wider organizational access to business intelligence.

3 Keys: Technology Agnostic, Easy to implement, Instant Data Provisioning

## Velop

### Technical Product Manager

October 2012 - Present (8 years 10 months)

Spokane, Washington Area

Velop™ is a powerful online learning platform designed to equip groups and teams in any organization to achieve their potential. Velop can be used with online training, classes, courses, and any group activity that promotes learning and development.

- Created the proprietary technology from the ground up- design, interface, functionality based on 240+ pages of research.
- Applications with developers working with PHP, MYSQL, Java, NodeJS, Xenforo, jQuery, Redactor
- Technical Project Manager for an online training program SNAP for New Mexico processing 5,000+ food benefit applicants.- Oversee development path, new functionality creation, changes/edits to existing clients.
- Work with both domestic and international development teams on a weekly basis.
- Project management and finding solutions for clients
- Managed a complete training platform for a healthcare company of 3,000 employees in 7 states.
- Licensed the platform to educational group to combine with their current technology for over 250+ schools.

## NeedsMet, Inc.

### Software Development Project Manager and Founder

September 2004 - Present (16 years 11 months)

Spokane, Washington Area

We create and develop innovative technology solutions to empower organizations.

- Created the Job Connection web application which enables churches to connect employers and job seekers in their congregation using technology.

The Job Connection is helping over 115,000+ people find jobs and careers all 50 states. Sold in 2018 to Ministry Means.

- Technical project manager over all new application development, solution selling and new product creation, custom development of websites, applications, and mobile apps. Worked with international team of developers all over Asia for 15+ years.
- Started a resource distribution website that connected thousands of people in all 50 states and 7 different countries.
- Project Managed and developed Barupay, a iphone banking app for Asia.
- Created and project managed Piedmont Payment Services which is a leading bill payment manager using its patent-pending processing technology to create value for our exclusive business clients and their customers. <https://www.piedmontpays.com>
- Developed an online library platform and project managed the year long project for three organizations. Used Agile and Lean methodologies in all aspects of the project.
- Created Velop which is a powerful online learning platform designed to equip groups and teams in any organization to achieve their potential. <https://www.velop.org>
- PM a non-profit Wordpress website and coordinate with overseas developers for maintenance and new development.

## Bubble Brush

Advisor and Investor

May 2019 - Present (2 years 3 months)

Spokane, Washington, United States

The Bubble Brush is a patented kitchen cleaning brush takes the work out of washing your dishes with a foaming pump, rotatable head, and heavy duty scrapper.

## Gonzaga University

Adjunct Professor- Entrepreneurship

December 2016 - Present (4 years 8 months)

Spokane, Washington Area

Teaching as an Adjunct Professor in Entrepreneurship at the Jepson School of Business at Gonzaga University. Focus on Agile and Lean Startup Methodology in the classes I teach.

Creating New Ventures 2020 Fall

Technology Entrepreneurship 2020 Spring

Creating New Ventures 2019 Fall

Creating New Ventures 2017 Spring

### Bombshell Sweets

Advisor and Investor

February 2019 - Present (2 years 6 months)

Spokane, Washington Area

Advisor and Investor helping to launch this amazing startup to profitability.

Bombshell Sweets is a gourmet cotton candy company located in the beautiful Pacific NW. We create gourmet cotton candy using high quality ingredients and over 40 unique flavors.

Helped to grow their licensee program from 0 to 5 in one year. Now expanding into more markets.

### Bear Minimum

Advisor and Investor- on Shark Tank!

September 2016 - Present (4 years 11 months)

Spokane, Washington Area

The Bear Bowl is the World's first cook-pot that fits in your pocket. It's lightweight and small but holds a whopping 32oz of water. It works with most of your favorite camp stoves and is the perfect companion to anyone who wants to cook on the trail.

- Featured on Shark Tank on ABC landing a deal with Jamie from Ring.

- Coordinated and advised from startup concept to market via Crowdfunding. Raised over \$160K through Kickstarter, Indiegogo and investors.

### LivFul, Inc.

International Consultant

August 2017 - Present (4 years)

LivFul is a biotech company focused on eliminating deaths from preventable mosquito and bacteria-borne diseases. Our life-saving products allow people to live life to the fullest potential and our goal is to deliver our products to the world through business models that transform communities.

Looking for non-profits who are interested in white labeling Livful in countries around the world. A unique business opportunity to fund their programs, provide local jobs and prevent diseases around the world.

## App to Market

Founder

January 2018 - December 2019 (2 years)

Spokane, Washington Area

App to Market is a rapid application development program. Your idea will go from concept to a complete operational app for a fraction of the typical time and cost. We build the basic components into the initial app to get a working product in the app stores (iOS, Android). App to Market will work with you to produce a fully functioning app that also gives you the opportunity for beta testing and a pitch for funding to take you to the next level.

- 60 biz days to complete
- 1/4th the normal cost of app development
- Complete iOS, Android and admin panel

## Crossroads Career Network

Executive Director

October 2012 - December 2014 (2 years 3 months)

- Led the non-profit for Crossroads Career Network or career ministries, Job Clubs, and Career groups around the US helping people find jobs, careers, and God's calling.
- Restructured all of the ministry processes to begin more streamlined and automated. This included web process, payment processes, internal process, staffing, etc.
- Oversaw the rebranding and remarketing of the ministry from creating a new logo, new content, and new resources with impact in over 200+ resources.

---

## Education

Minot State University

Master's of Science, Management · (2008 - 2010)

LeTourneau University

Bachelor of Science (BS), Marketing · (1998 - 2002)

LeTourneau University

Bachelor of Science (B.S.), Management · (1998 - 2002)

## Contact

bllel.4135@gmail.com

[www.linkedin.com/in/brittanyleland](http://www.linkedin.com/in/brittanyleland)  
(LinkedIn)

## Top Skills

Public Speaking

Curriculum Development

Training

## Certifications

Global Career Development  
Facilitator

QPR Suicide Prevention Gatekeeper  
Instructor Certification

NCDA Facilitating Career  
Development Instructor

Certified Practitioner of Strong  
Interest Inventory

National Certified Counselor

# Brittany Leland

Director of Career Education - Texas Career Engagement at The  
University of Texas at Austin

Austin

## Summary

One of my favorite things about the field of career services is that every day I get to help college students and alumni figure out what they want to do professionally, and that often times means exploring who they truly are along the way. I am motivated by a deep-set belief that career decisions are best made by reflecting on personality, values, interests, and skills; and that when you give someone the tools to explore those areas they can start to answer many questions about what they want from life.

As a certified Myers Briggs Type Indicator Practitioner, I use that tool in addition to the Holland Codes, Knowdell Card Sorts, and more to aid in the discernment process of my students. I also find that by developing and sustaining relationships with faculty, staff, and administrators across campus, we can partner to find unique and educational ways for students to explore their future vocations.

---

## Experience

The University of Texas at Austin

Director of Career Education - Texas Career Engagement  
May 2020 - Present (1 year 3 months)

Gonzaga University

8 years

Director, Career Education

December 2019 - May 2020 (6 months)

Adjunct Faculty

September 2017 - May 2020 (2 years 9 months)

Spokane, Washington Area

- Develop and deliver curriculum for Recruitment and Selection (MGMT 400), Career Formation (BUSN 252), Career Activation (BUSN 253), and Career Counseling (EDCE 567) courses

- Teach classes of up to 40 students; create and grade assignments, integrate interactive learning activities

#### Associate Director, Career & Professional Development

June 2017 - December 2019 (2 years 7 months)

- Design strategic learning objectives, schedules, training topics, and schedule guest speakers for bi-monthly staff development workshops for office staff in order to increase internal content knowledge and professional skills
- Develop curriculum for and instruct 120-hour NCEA Facilitating Career Development course for professional staff and faculty in order to increase basic career coaching knowledge and empower additional departments to have career conversations with students
- Oversee development of online training program utilizing YouTube, interactive videos, and virtual quizzes
- Serve on Leadership Team at weekly meetings to consult with senior level leaders on vision and goals for office
- Recruit, select, onboard, and supervise Internship Manager, Recruiter-In-Residence, Career Counseling Graduate Student Interns and group of 20 peer advisers; prepare annual retreats, oversee meetings, deliver trainings in group and individual settings
- Manage Career Assessment Program, which includes providing group workshops and additional individual appointments with students to discuss results; facilitate logistics of assessment administration; develop proposals for future programming; train staff in assessment interpretation
- Assist students and alumni in translating experience and interest into jobs and internships through individual coaching appointments that focus on career discernment, application documents, interview preparation, etc.

#### Assistant Director, Career Education & Experiential Engagement

March 2016 - June 2017 (1 year 4 months)

- Create learning objectives, schedules, training topics, and schedule guest speakers for bi-monthly staff development workshops for office staff in order to increase internal content knowledge and professional skills
- Assist students and alumni in translating experience and interest into jobs and internships through individual coaching appointments that focus on career discernment, application documents, interview preparation, etc.
- Supervise Internship Manager and Career Counseling Graduate Student Interns
- Serve on CPD Leadership Team at weekly meetings to set vision and goals for office

- Advise Professional Representatives peer advisor student group of 21; meet weekly with leadership team, oversee meetings, prepare annual weekend training retreat, act as liaison between group and office to communicate needs and projects, coordinate annual recruitment and selection process
- Successfully facilitate on-going curriculum collaboration with School of Business professors to provide cover letter and resume reviews to all junior year business students (approximately 120 students per semester)
- Manage Career Assessment Program, which includes providing at least two 1-hour workshops per week and additional individual appointments with students to discuss results; facilitate logistics of assessment administration; develop proposals for future programming; train staff in assessment interpretation

### Training Manager

March 2013 - March 2016 (3 years 1 month)

Spokane, Washington Area

- Developed and delivered approximately 60 interactive and reflective classroom presentations annually, reaching over 900 undergraduate and graduate students, that required students to use critical thinking and begin discernment process when considering career development
- Facilitated the creation of a new Career Assessment program, consisting of Myers-Briggs Type Indicator Instrument and Strong Interest Inventory, which increased volume of career assessments administered during 2015-2016 school year by 288% over previous year
- Developed relationships with diverse collection of undergraduate and graduate academic departments through the establishment of reoccurring classroom presentations, collaboration on projects, and development of tailored training materials (e.g. Biology, Physics, Environmental Studies, History, Nursing, Religious Studies, Organizational Leadership, Counselor Education)
- Conducted utility analysis of various websites and career services programs in order to select most effective student resources
- Developed assessment tools (surveys) and input significant data into TracDat as part of office Assessment Task Force in order to monitor effectiveness of department in working with varied constituents
- Delivered multiple presentations to audiences of approximately 200+ parents during Orientation and Fall Family weekends regarding career services and events for students

### Manager of Employer and Alumni Relations

June 2012 - March 2013 (10 months)

- Identified alumni constituents from key employers to partner with Gonzaga University to build and sustain effective corporate relationships for hiring and students' educational purposes
- Recruited mentors and companies compatible with university academic profile to expand mentoring program
- Created, cultivated and monitored internships and fulltime positions (resulting from the Hire A Zag initiative)
- Planned and organized corporate excursions for the regional Treks; effectively coordinated the Portland and Seattle Treks, which included taking 120 students to 9 companies in Portland and 171 students to 11 companies in Seattle
- Promoted and monitored internship and job opportunities within the University community through technology and social media
- Developed relationships with faculty to assess employment needs of students and to create partnerships for employer sponsored events on campus and in the community

#### Lewis and Clark High School

##### School Counseling Intern

January 2011 - May 2012 (1 year 5 months)

- Promoted student academic, interpersonal, and intrapersonal success through individual and group guidance
- Counseled students experiencing crisis situations, such as the loss of a sibling or unpredictable home life
- Advised students on college and career preparation, application and decision-making
- Facilitated collaboration with parents/guardians, teachers, administrators and other educational/community resources in order to support student academic success

#### EKS&H

##### Scheduling Coordinator

June 2008 - May 2010 (2 years)

- Collaborated with the Chief Operating Officer to develop and support the implementation of scheduling processes and procedures for approximately 200 tax staff, seniors, managers and partners, and approximately 20 consulting staff, seniors, managers and partners
- Served on team of eight employees to develop and implement company-wide new scheduling software; acted as primary trainer for creation and delivery of training sessions and materials for all company employees on final product

- Presented scheduling processes during all training of newly hired tax, audit, small business services, and consulting employees
- Supported and monitored effective deployment of professionals based on job needs and individual interests/abilities

---

## Education

### Gonzaga University

Master of Arts (M.A.), School Counseling · (2010 - 2012)

### Gonzaga University

Bachelor of Arts (B.A.), Applied Communications · (2005 - June 2008)

### Whitman College

· (2004 - 2005)

## Contact

evan.j.masters@gmail.com

[www.linkedin.com/in/evan-masters-30849b39](http://www.linkedin.com/in/evan-masters-30849b39) (LinkedIn)  
[critical-logic.com](http://critical-logic.com) (Company)

## Top Skills

Test Automation  
Test Planning  
Team Leadership

## Languages

English

# Evan Masters

Engagement Manager at Critical Logic, Inc.  
Spokane

## Summary

Experienced Customer Engagement Manager with a demonstrated history of working in the computer software industry. Skilled in Requirements Analysis, Agile Methodologies, Test Automation, and Databases. Strong business development professional with a Master of Business Administration (M.B.A.) focused in Ethics Concentration from Gonzaga University.

---

## Experience

Critical Logic  
Engagement Manager  
April 2010 - Present (11 years 5 months)

Gonzaga University  
Adjunct Professor  
September 2014 - Present (7 years)  
Professor - Senior Seminar in Business Ethics

---

## Education

Gonzaga University  
Master of Business Administration (M.B.A.), Ethics  
Concentration · (2011 - 2013)

Central Washington University  
Bachelor of Science (B.S.), Physics · (2004 - 2008)

## Contact

[www.linkedin.com/in/darby-mclean-5099ba5](https://www.linkedin.com/in/darby-mclean-5099ba5) (LinkedIn)  
[www.genprime.com](https://www.genprime.com) (Company)

## Top Skills

Microbiology  
Biotechnology  
Lifesciences

# Darby McLean

Vice President of Channels and Distribution at Spiceology  
Spokane

## Experience

### Spiceology

Vice President of Channels and Distribution  
February 2020 - Present (1 year 6 months)  
Spokane, Washington

### Gonzaga University

Adjunct Instructor  
January 2015 - Present (6 years 7 months)

### GenPrime, Inc.

COO  
July 1999 - February 2020 (20 years 8 months)  
Chief operations and technology officer

---

## Education

Eastern Washington University  
B.S., Microbiology · (1996 - 1999)

## Contact

[jmeekhof@capstone-cg.com](mailto:jmeekhof@capstone-cg.com)

[www.linkedin.com/in/john-](http://www.linkedin.com/in/john-meekehof-38349472)

[meekehof-38349472](http://www.linkedin.com/in/john-meekehof-38349472) (LinkedIn)

[www.capstone-cg.com/who-we-are/our-people/12-who-we-are/our-people/26-john-meekehof.html](http://www.capstone-cg.com/who-we-are/our-people/12-who-we-are/our-people/26-john-meekehof.html)  
(Company)

## Top Skills

Start-ups

Microsoft Office

SAP

# John Meekhof

Vice President and Senior Consultant at Capstone Consulting Group, LLC

Pullman

## Experience

Capstone Consulting Group, LLC

15 years

Vice President

2006 - Present (15 years)

Senior Finance/Supply Chain Management Consultant

2006 - Present (15 years)

Dumfries, VA

- Creates budget documentation for future year program planning and budget development for DHS
- Develops program budget metrics and measurements in accordance with Department and Component Goals and Objectives, Strategic Plans
- Helps establish the Medical Countermeasures (MCM) Program for the DHS OHA Anthrax Operations - Plan and guides the development of Point of Dispensing (POD) training materials and DVDs for all DHS
- Manages DHS's \$47.3M Pandemic Emergency Supplemental issued by Congress to DHS in Fiscal Year 2006 for OSEM (Office of the Secretary and Executive Management) and in support of OHA (formerly the Office of the Chief Medical Officer)
- Oversees and manages financial and acquisition professionals supporting DHS
- Creates procurement plans, procurement requests (PRs) and supporting documentation including Statements of Work and cost estimates for purchase approval in DHS's Procurement System (PRISM)
- Records and reconciles financial/accounting records, including commitments, obligations, de-commitments and de-obligations in DHS's Federal Financial Management System (FFMS)
- Performs market research for MCM Program and Pandemic Influenza Personal Protective Equipment (PPE), logistics, planning and services
- Manages the planning, distribution, validation and storage of MCM and PPE for DHS Workforce Protection, including coordination of nationwide deliveries and logistics

- Creates supporting Analysis of Alternatives, Determinations and Findings and Statements of Objectives to establish inter-agency agreements for inter-Governmental support services to DHS
- Prepares information and reports for OMB (Office of Management and Budget) and DHS management
- Collects and analyzes strategic data via data calls to DHS Components
- Actively plans and facilitates DHS's MCM Working Group
- Supports FedTraveler, OHA's online travel management system

### Booz Allen Hamilton

#### Task Lead/Associate

2003 - 2006 (3 years)

- Consulted for DHS, including the stand-up of Information Analysis and Infrastructure Protection (IAIP) Directorate and the Directorate for Preparedness (Prep), Washington, DC
- Supported the Office of the Chief Medical Officer (OCMO) – Pandemic and BioShield programs
- Formulated initial plans for DHS's Pandemic and Avian Influenza mitigation strategy and workforce protection objectives
- Supervised team of eight Booz Allen acquisition support staff, as technical task lead
- Acted as Deputy Acquisition Branch Chief within IAIP Business Operations
- Advised Pandemic Program Manager in all aspects of the Pandemic and Avian Influenza Program
- Edited and revised COOP plan for the DHS IAIP Directorate
- Served on COOP Advance Relocation Team (ART)
- Trained contractor and Federal personnel with respect to COOP procedures
- Served as Alternative Emergency Response Group (ERG) Member for COOP emergency
- Participated in training/exercises at COOP site with DHS and interagency personnel
- Worked with DHS Office of Chief Procurement Officer to maximize customer service to the client program offices
- Prepared Congressional reports, responded to CFIUS (Committee on Foreign Investment in the United States), cases, researched FOIA requests and created ad hoc reports as required

### Micron Technology

#### Procurement Manager

2002 - 2003 (1 year)

- Controlled capital budget process, managed cash flow variances and payment timing
- Supervised negotiations of high purity chemicals, gases, silicon, IT and service contracts
- Responsible for 300mm and 200mm semiconductor equipment/materials buying
- Led conversion to Micron's SAP, P-card and Micap (capital management) IT systems

## Dominion Semiconductor

### Procurement Manager

1997 - 2002 (5 years)

Manassas, VA

- Established initial procurement policy and procedures for start-up chip fabricator
- Managed team of 14 professional buyers and administrators
- Led international negotiation teams to Japan, contracting in both yen and dollars
- Supervised all purchases: materials, equipment, contracts, facilities, parts, silicon and IT
- Responsible for \$100M savings on \$700M capital investment (FlashVision LLC project)
- Led department ISO-9000 and ISO-14000 certification (zero findings, zero non-conformances)
- Advised senior managers of partner companies: IBM, Toshiba, and SanDisk
- Instituted a supplier performance plan and self-assessment which tracked supplier growth
- Helped guide Micron's acquisition of Dominion Semiconductor, completed April 2002

---

## Education

Georgetown University - The McDonough School of Business

Master of Business Administration (MBA), International Executive

University of Washington

Bachelor of Science (BS), Mechanical Engineering

Central Washington University

Bachelor of Science (BS), Physics · (1982 - 1986)

## The American University in Cairo

Coursework, no degree, Arabic Language · (1990 - 1991)

## Contact

[www.linkedin.com/in/jason-moore-3623059](http://www.linkedin.com/in/jason-moore-3623059) (LinkedIn)

## Top Skills

Strategic Consulting  
Law Enforcement  
Training

# Jason Moore

President and Founder at Sleep Orbit  
Spokane

## Summary

Experienced Consultant and CEO with a demonstrated history of working in the health wellness and fitness industry.

---

## Experience

Sleep Orbit  
CEO and Founder  
January 2016 - Present (5 years 7 months)  
Spokane, Washington

Moore Productive  
Consultant  
January 2012 - December 2015 (4 years)  
Spokane, Washington Area

Using the latest research to develop customized fatigue and risk management strategies for lowering exposure to costly injuries and accidents, lowering health insurance costs, increasing productivity, employee health, longevity and productivity. We work with organizations to assess, screen, treat and manage sleep disorders.

Washington State University Spokane  
Research assistant  
August 2006 - September 2010 (4 years 2 months)

Cheney police department  
Police Sergeant  
January 1996 - June 2006 (10 years 6 months)

---

## Education

Washington State University  
Working towards PhD, Criminal Justice/Human Performance · (2006 - 2010)

Eastern Washington University  
Bachelor's degree, Criminal Justice · (2002 - 2006)

Central Valley High School

## Contact

rosemary\_muriungi@yahoo.co.uk

[www.linkedin.com/in/rosemary-muriungi-ph-d-787521a7](http://www.linkedin.com/in/rosemary-muriungi-ph-d-787521a7) (LinkedIn)

## Top Skills

Capacity Building  
Microsoft Office  
Management

## Languages

English (Full Professional)  
French (Professional Working)  
Spanish (Elementary)

## Publications

Transcending self: An African girl's journey.

# Rosemary Muriungi, Ph.D.

Business Advisor | Professor of Leadership Studies | Researcher  
Spokane

## Summary

Rich experience in institutions of higher learning, international non-governmental/global multi-lateral organizations advocating for girl education, children's rights, human rights, sustainable human development, and small business development both in Africa and the United States.

Invested in Higher Education of underserved populations, Talent & Leadership Development of women and youth as my way of giving back to society.

Other areas of interest/expertise are in Research, Board Directorship, Mentorship. and Motivational Talks.

---

## Experience

### Washington State University

4 years 11 months

#### Market Researcher/Business Advisor

May 2020 - Present (1 year 4 months)

Lead Market Intelligence Research Program & Business advising -  
Washington State Business Development Center.

#### Market Intelligence Researcher

October 2016 - May 2020 (3 years 8 months)

Spokane, Washington

Market intelligence research for the Washington Small Business Development Center in domestic and international markets.

### Gonzaga University

Professor

September 2020 - Present (1 year)

United States

Courses taught: 1) Strategic leadership; 2) Leadership & Human Potential; 3) Leadership in Global Business Environments.

Gonzaga University

Doctoral Researcher

January 2014 - May 2020 (6 years 5 months)

Spokane, Washington Area

Research in leadership studies, resilience, grit & hardiness, and higher education of marginalized populations.

UNDP

Deputy Head of Human Resources

May 2006 - March 2015 (8 years 11 months)

Nairobi Kenya

Policy advice and implementation of Human Resources Management for UNDP Kenya and its administered UN Agencies. Oversaw talent acquisition, job evaluation, staff on-boarding, and capacity building in human resources management.

---

## Education

Gonzaga University

Ph.D., Leadership Studies · (2014 - 2020)

Cornell University

International Human Resources Studies, Human Resources Management and Services · (2008 - 2010)

## Executive Profile

Passionate leader with a history of motivating people to excel, building partnerships and strategic alliances while giving vision to teams to hurdle obstacles and deftly transform

## Core Skills

- Servant Leader
- Team builder
- Collaborator
- Communicator
- Vision
- Community Outreach
- Lean management
- Risk Management
- Fast learner

## Executive Leadership

*Leadership Spokane, Executive Director  
Spokane, WA*

- Leads \$300,000 nonprofit motivating leaders to build communities: 1,200 graduates strong  
Delivers 21 curriculum days teaching leadership skills and encouraging community partnerships.  
Drafted 1<sup>st</sup> ever strategic plan and passionately articulated value of program growing financial base...inspired key funders helping double size of annual gala; revenues soared by \$100,000 or 30 percent. Doubled alumni membership; used web content to increase engagement tenfold.  
Doubled high school leadership capacity increasing geographic diversity: 625 graduates strong

*92d Air Refueling Wing Commander  
Fairchild AFB, WA*

- Commanded more than 3,000 active-duty Airmen supporting global military operations.  
Managed an annual budget that exceeds \$119M. Led several Cross Functional Teams in the development, prioritization and execution of organizational requirements including Airfield Operations, Maintenance and Construction initiatives, Environmental Stewardship and Compliance Programs, Force Protection and Emergency Management programs, Community Engagement and Workforce Development initiatives. Overcame sequester and government shutdown challenges.

*376th Expeditionary Operations Group Commander  
Manas, Kyrgyzstan*

- Directed aerial refueling, airlift, onward troop movement to Afghanistan and strengthened the partnership with Kyrgyz Republic; led 150 Airmen in surge operations.  
Conducted daily risk management analysis for continuous 24/7 combat operations; developed strategic plan for evolving combat contingencies; principal point of contact between coalition forces and host nation airport authorities; safely executed record air refueling operations; aggressively maintained 99% launch rate during historic low winter temperatures and snows.

*7th Airlift Squadron Commander  
McChord AFB, WA*

- Directed 150 Airmen in global airlift operations. Extensive experience developing and maintaining professional and productive international relations. Keen ability to address and navigate complex project management challenges while producing outstanding customer satisfaction and enduring partnerships. Prepared extensive briefs and developed comprehensive metrics for measuring squadron performance and effectiveness. Delivered combat airlift for America during Gen Petraeus surge in Iraq.

*Headquarters Air Force Think Tank, HAF/A5X "Skunkworks"  
Pentagon, WA*

- Articulated grand strategy and vision to Chief of Staff of the Air Force. Action officer in Pentagon responsible for developing long range Air Force strategy for urban support operations and articulating to joint forces a better means to synergize operations. Generated white paper briefed during international London conference and published domestically in *Armed Forces Journal*. Envisioned means to provide air support supporting counter-IED overseas operations.

## Professional Experience

Distinguished Graduate US Air Force Academy, 1991 6<sup>th</sup> in order of merit  
Distinguished Graduate Air Command and Staff College, 2004  
School of Advanced Military Studies Graduate, United States Army, 2005  
Woodrow Wilson Intl Center for Scholars Fellow, Washington DC, 2011

## Education

<b>School of Advanced Military Studies</b> <b>Master of Arts: Military Art and Science</b> Leavenworth, KS	2005
<b>Air Command and Staff College</b> <b>Master of Arts: Operational Art and Science</b> Montgomery, AL	2004
<b>University of Maryland</b> <b>Master of Arts: Public Management</b> College Park, MD	1993
<b>United States Air Force Academy</b> <b>Bachelor of Science: Political Science</b> Colorado Springs, CO	1991

## Community Affiliations

Co-chair inaugural Veterans First Board, a My VA initiative to improve vet experience locally  
Secretary, Warriors Heart to Art Board, an outreach effort to heal veterans with PTSD  
Boy Scouts of America, Inland NW, Board of Directors  
Girl Scouts of America, Eastern WA, Community Outreach member at large  
Eastern Washington University President Regional Advisory Committee, Chairperson  
Rotary 21 member and Membership co-chair and Order of Daedalians

## Leadership Accomplishments

Gen O'Malley Award, 2014, Top Wing Commander and spouse in Air Mobility Command  
Promoted four years early in rank; 6 distinguished graduate awards; top 1 percent Air Force officer  
Command pilot, 4,300 flight hours, C-17, KC-135, EC-135, 397 flight hours supporting combat ops  
Bronze Star, 2012, meritorious service in a combat zone; 4x Bozzi Media Power 50 *Catalyst* winner

## Other Accomplishments

### Teaching credits

Leadership Spokane, 11 contact days a year adult, 10 contact days youth  
Guest Lecturer, Whitworth University, graduate and undergraduate courses, 2014, 2015  
Guest Lecturer, Gonzaga University, School of Business, Undergraduate, quarterly, 2016 to present  
Nominee Preceptor Award, National Association of Leadership Programs

### Professional Accomplishments

Senior project, "Can UN Peacekeepers Be Effective?", School of Public Policy, University of MD, May 1993  
Senior project, "Is the US in need of a General Staff?", Woodrow Wilson Center of Scholars, Feb 2011  
Contributing author, *Armed Forces Journal*, summer 2006, "The Air Force Role in Urban Operations"  
Monthly contributor to *Spokane Coeur d'Alene Living* on Spokane's current Renaissance movement, 2016 to present; contributing author on leadership, *Catalyst* magazine, 2015 to present

### Service Accomplishments amplifications

Rotary 21 member, a 260 member organization: Veterans Committee, Membership Committee Co-chair  
Co-founded a My VA Veterans First Board at behest of Veterans Administration, chartered March 2017  
Inaugural board member and Board Secretary for Warriors Heart to Art, chartered January 2017  
Board member, Boy Scouts of America, Inland Northwest Council, Chinook District nominating committee, Eagle Scout celebration committee  
Orator, keynote speaker, dozens of events including WA State 4-H Know Your Government conference, Feb 2016, a high school graduation, veteran ceremonies, WA Policy Center annual meeting and 2017 Gonzaga University Veterans Graduation

## Contact

[www.linkedin.com/in/kevin-c-parker-b0b59a8](http://www.linkedin.com/in/kevin-c-parker-b0b59a8) (LinkedIn)

## Top Skills

Strategy

Customer Service

Leadership

# Kevin C. Parker

Business Owner at Dutch Bros Coffee  
Spokane

## Summary

Kevin owns Dutch Bros Coffee (Spokane), is a former state Representative, and teaches leadership at Whitworth University.

---

## Experience

Dutch Bros Coffee  
Business Owner  
April 2006 - Present (15 years 5 months)  
Spokane, Washington

Whitworth University  
Adjunct Business Instructor  
2009 - Present (12 years)  
Whitworth University

State Representative, 6th District, Washington  
former State Representative ' 08-16  
2009 - Present (12 years)

Gonzaga University  
Adjunct Professor  
November 2013 - August 2016 (2 years 10 months)

Harvard Kennedy School  
Facilitator  
September 2013 - September 2013 (1 month)  
Cambridge, Massachusetts

Facilitated with Marty Linsky in an Executive Education Leadership course.

---

## Education

Harvard Kennedy School  
· (2005 - 2005)

Gonzaga University School of Leadership Studies  
PhD candidate, Organizational Leadership · (2018 - 2022)

George Fox University  
· (2003 - 2005)

Whitworth University  
· (1992 - 1996)

# Paul V. Regelbrugge

16201 SE 138<sup>th</sup> Pl, Renton, WA 98059  
(773) 383-3923 ~ Brugge1965@gmail.com

---

**OBJECTIVE:** Dedicated, resourceful, reflective and goal-driven professional educator with a profound commitment to the academic and social growth and development of every student seeks an upper elementary teaching position.

## EXPERIENCE

**July 2019-Present Holocaust Center for Humanity Seattle, WA**

**Professional Development and Curriculum Coordinator**

- Develop guidelines and best practices lessons and units for teaching about the Holocaust and genocide
- Meet, assist and provide professional development workshops for schools and teachers
- Assist District curriculum directors in developing plans and scope and sequence instruction

**2018-2019 Teacher Meeker Middle School Kent, WA**

**8<sup>th</sup> grade ELA**

- ELA Curricular Leader, planning and designing ELA instruction
- Improved ELA test scores by over 30%
- Planned and coordinated Holocaust education unit for all 8<sup>th</sup> graders, including participation in Art and Writing Contest (four winners), survivor testimony and field trip
- Meeker Middle School Teacher of the Year, Kent Rotary Club

**2017-2018 Teacher Scenic Hill Elem School Kent, WA**

**6<sup>th</sup> Grade ELA and Science**

- Improved ELA test scores by over 25%
- Planned and coordinated Holocaust education unit for all 6<sup>th</sup> graders, including participation in Art & Writing Contest (three winners), survivor testimony and field trip

**2015-2017 Teacher Tapestry School Buffalo, NY**

**8<sup>th</sup> Grade ELA and Fifth Grade Social Studies**

- Improved 8<sup>th</sup> grade ELA test scores by over 40% in one year
- Planned and coordinated Holocaust education program, art and writing contest, survivor speaker and display of projects at local Temple

**2013-2015 Teacher Moran Prairie Elem School Spokane, WA**

**Sixth Grade (Reading, Social Studies, Science)**

- Designed Reading and Social Studies Curriculum to meet CCSS
- Conducted *Holocaust Book Club* after school for 6<sup>th</sup> graders, applying best practices literature discussion and critical thinking and questioning strategies
- Mentored winners of Holocaust Center For Humanity's Writing and Art Contest
- Expertise in Best Practices including but not limited to Literature Circles, Differentiated Instruction and grouping, Guided Reading, Multiple Intelligence and project-based approaches to diverse assessments, Inquiry and hands-on, student-directed learning, Data-driven instructional decisions, curricular alignment and mapping
- Created atmosphere of a love for reading, writing and artistic response to literature
- Created classroom management system and procedures

**2009-2013 Teacher Finch Elementary School Spokane, WA**

**Sixth Grade and Fifth/Sixth Combo**

- Member of District 81 Social Studies Curriculum Revision Committee (Inquiry and Discovery-based approaches)
- Taught successful, enjoyable integration of Shakespeare in the classroom
- Conducted *Holocaust Book Club* after school for 6<sup>th</sup> graders, applying best practices literature discussion and critical thinking and questioning strategies

- Attended Cathy Fosnot Math seminars and Math Lab Workshop, Spring 2010

**2006-2009 Teacher Gallistel Language Academy Chicago, IL**

**Sixth Grade Gifted** (all subjects) 2008-2009

- Chicago Public Schools Office of Academic Enhancement certified teacher of gifted education
  - Rochelle Lee Fund SYAL Grant Winner, Study Group Leader 2008-9
  - 85% student improvement in Reading and Math standardized test scores
  - Coached top three Science Fair winners in school and Area competition; Area runner-up in Writing; and Area Math champion
- Eighth Grade Language Arts** 2006-2008
- Rochelle Lee Fund Reading For Deeper Meaning Grant Winner and Study Group Leader
  - 75% student improvement in Reading test scores
  - Improved 8<sup>th</sup> grade Writing scores by over 35%
  - Directed school theatre production of Dickens' "A Christmas Carol"

**2005-2006 Teacher Walt Disney Magnet School Chicago, IL**

- **Fourth Grade** (all subjects)
- Learned and applied myriad teaching best practices and management strategies to yield improved test scores in challenging "open school" environment
- Provided differentiated instruction for regular education class, including special education students, with wide variety of skills and abilities

**1990-2005 Attorney Detroit, MI-Chicago, IL**

- Positions ranged from MI Court of Appeals to civil litigation
- Tried several bench and jury trials to successful outcomes

**EDUCATION**

**2005-2006 Northwestern University Chicago, IL**

- Master of Science in Education Program, 21.3 Credits Earned
- NU/Golden Apple Alternative Teacher Certification Program, May 2006
- "Highly Qualified" under No Child Left Behind Act
- Type 22 Initial Alternative Elementary Certificate, June 2006
- Type 25 Provisional Alternative Elementary Certificate, August 2005

**1992-1994 University of Detroit Mercy Detroit, MI**

- Master of Arts – Liberal Studies (Philosophy, Theology, Literature)
- 4.0 Grade Point Average

**1987-1990 Michigan State University College of Law Detroit, MI**

- Juris Doctor, *Cum Laude*
- Law Review – Managing Editor of Business and Production

**1983-1987 Kalamazoo College Kalamazoo, MI**

- Bachelor of Arts, *Cum Laude* – Major: Political Science
- Editor in Chief of "The Index," college newspaper
- Studied at Université de Caen, France

**DISTINCTIONS**

- Holocaust Center for Humanity Powell Teaching Fellow (2019)
- United States Holocaust Memorial Museum Teacher Fellow (2017)
- United States Holocaust Memorial Museum Belfer Conference (2016)
- Member of Temple Beth Shalom Yom Hashoah Planning Committee (2014-2015)
- All Day Montessori Board of Directors, Chicago, IL (2008-09)
- Music Writer and Reviewer for national publications (1989-current)
- Completed nine marathons
- Soccer captain: state and nationally ranked high school and college teams

## Contact

rockwell@gonzaga.edu

www.linkedin.com/in/  
stephanierockwell (LinkedIn)

## Top Skills

Call Center

Market Planning

Fundraising

# Stephanie Rockwell

I connect people so they can achieve their philanthropic goals and make a difference.

Spokane

## Summary

Experienced development and alumni relations professional. Creative yet logical strategist. Goal-oriented leader with a passion for empowering others.

I drive engagement and fundraising efforts with an expectation to provide an exceptional donor experience. I manage against priorities and track progress. I assemble teams for coordination and collaboration. I cultivate relationships with stakeholders and constituents. I work to make higher education accessible and affordable for students and families today.

Specialties: Fundraising strategy, leadership, marketing plan development, campaigns, data integrity, best practices in higher education advancement

---

## Experience

### Gonzaga University

13 years 1 month

Assistant Vice President of Operations and Fundraising Strategy  
November 2019 - Present (1 year 10 months)

Provide leadership and strategic direction while managing the day-to-day operation of the development, prospect management and strategic engagement and communication programs. Mobilize a talented staff in engaging an extraordinarily loyal and diverse group of alumni, parents, and friends. Set the pace for fundraising at Gonzaga University and seek continued growth and diversification of philanthropic revenue.

### Adjunct Professor

January 2019 - Present (2 years 8 months)

Teaching a 300-level Consumer Behavior class in GU's School of Business Administration.

Interim Assistant Vice President of Development and Operations  
March 2019 - November 2019 (9 months)  
Spokane, WA

Senior Director of Advancement Operations  
January 2018 - February 2019 (1 year 2 months)  
Spokane, Washington Area

Leads, directs and coordinates the operations and processes used to expand the strategic engagement and development of current and prospective donors. Responsible for the daily operations of infrastructure and communications necessary to ensure the achievement of fundraising goals. Includes Campaign project oversight, Principal Gifts systems and process, benchmarking, and moves management accountability that leads to a robust pipeline and meeting University strategic fundraising priorities.

Director of Individual Giving  
September 2015 - January 2018 (2 years 5 months)  
Spokane, Washington Area

Broaden the base of private gift support from alumni, parents, friends, faculty, staff and students to advance the fundraising priorities of the University by leading a diverse team that raises \$5m-\$10m annually through best practices with a creative and strategic approach.

Director of the Annual Campaign  
August 2011 - September 2015 (4 years 2 months)  
Spokane, Washington Area

Lead a team to secure financial support for Gonzaga University. Create opportunities for alumni and friends of Gonzaga to engage in the mission of the university. Identify efficiencies across departments for improved fundraising results and direct comprehensive marketing campaigns.

Assistant Director of Development Marketing  
June 2010 - August 2011 (1 year 3 months)

Provided strategic planning, coordination and implementation of all marketing initiatives for the Office of Development with a large focus on Annual Campaign messaging and marketing. Instrumental in meeting fundraising goals of over \$2 million for current-use support for Gonzaga University.

Program Manager, Annual Campaign  
August 2008 - June 2010 (1 year 11 months)

Responsible for the overall management of Gonzaga's Call Center, raising over \$700,000 annually for student scholarships, faculty development and the

educational priorities. Supervised a team of 40 student employees, motivating and training them to reach stated goals.

### Whitworth University

#### Annual Giving Specialist

May 2007 - August 2008 (1 year 4 months)

Manage a phone solicitation campaign for the Whitworth Fund and develop Alumni in Residence and Graduates of the Last Decade programs to build class affinity and promote a culture of philanthropy. Additionally, prepare market analysis/reports analyzing phone and mail solicitation strategies.

### Nordstrom

#### Sales Associate

October 2005 - May 2007 (1 year 8 months)

Sales associate for Nordstrom. Earned elite sales status while providing exceptional customer service and product knowledge.

---

## Education

### Gonzaga University

Master of Arts (M.A.), Organizational Leadership · (2014 - 2018)

### Whitworth University

Bachelor of Arts (B.A.), Communication Studies and Journalism, summa cum laude · (2000 - 2004)

### Fashion Institute of Design & Merchandising

Associate of Arts (A.A.), Graphic Design · (2005 - 2006)

## Contact

3109076310 (Mobile)  
s@derozic.com

[www.linkedin.com/in/derozic](http://www.linkedin.com/in/derozic)  
(LinkedIn)

[twitter.com/rozig](https://twitter.com/rozig) (Personal)

[instagram.com/derozic](https://www.instagram.com/derozic) (Personal)

## Top Skills

Online Marketing

Social Media

Entrepreneur

## Languages

Spanish

French

English

## Honors-Awards

Finisher, Angeles Crest 100-Mile  
Ultramarathon

Big Wall Climb, Nose of El Capitan

Director (1st Location) of a Celebrity  
Special that Aired on Lifetime

## Patents

Vendor Selection for Purchase of  
Resources

# Scott Rozic

President and Chief Growth Officer at CloudEngage  
Spokane

## Experience

CloudEngage, Inc.

President and Chief Growth Officer

July 2018 - Present (3 years 1 month)

Spokane, Washington, United States

Gonzaga University

Adjunct Professor of Entrepreneurship

January 2020 - Present (1 year 7 months)

Spokane, Washington Area

WildRide Enterprises, Inc.

Chairman

August 2018 - Present (3 years)

Spokane, Washington Area

DEROZIC [SaaS & Celebrity Brands]

CMO

May 2005 - April 2018 (13 years)

Remote

Practice, Inc.

Co-Founder

May 2014 - April 2016 (2 years)

Santa Monica, CA

NetPlenish

CMO

October 2011 - November 2012 (1 year 2 months)

Greater Los Angeles Area

CrowdFactory

CMO

April 2009 - March 2011 (2 years)

Portland, Oregon Area

Aptimus

EVP

November 2000 - June 2002 (1 year 8 months)

Greater Seattle Area

XMarktheSpot

CEO, Founder

July 1997 - November 2000 (3 years 5 months)

San Francisco Bay Area

Verge Software

CEO

March 1996 - November 1997 (1 year 9 months)

---

## Education

University of Colorado Boulder - Leeds School of Business

BS, Finance and Entrepreneurship · (1991 - 1995)

University of Colorado at Boulder

BS, Finance and Entrepreneurship · (1991 - 1995)

## Contact

[www.linkedin.com/in/drewsatter](http://www.linkedin.com/in/drewsatter)  
(LinkedIn)

## Top Skills

Microsoft Office  
PowerPoint  
Teaching

# Drew Satter

Workday Student Certified Consultant at Collaborative Solutions, LLC | MBA | Myers Briggs Certified | FIRO-B Certified | Project Manager | Analytics | Strategist  
Spokane

## Summary

A professional with a variety of skills that include management, recruitment, finance, analytics, department reorganization, assessment. High degree of intellectual flexibility. Enjoys learning and a quick learner. MBA and M.Ed.

---

## Experience

Collaborative Solutions, LLC

Consultant

January 2021 - Present (8 months)

Gonzaga University

6 years 6 months

Assistant Director

August 2014 - January 2021 (6 years 6 months)

Adjunct Faculty

August 2017 - May 2018 (10 months)

NWACUHO

Treasurer

February 2015 - February 2016 (1 year 1 month)

Oregon State University

Resident Director

July 2011 - August 2014 (3 years 2 months)

Northern Arizona University

Graduate Residence Hall Director

July 2009 - June 2011 (2 years)

---

## Education

Gonzaga University Graduate School of Business  
Master of Business Administration (MBA) · (2015 - 2016)

Northern Arizona University  
Master of Education (M.Ed.), Counseling, student affairs · (2009 - 2011)

Eastern Washington University  
BS, Pre-Medicine/Pre-Medical Studies · (2004 - 2009)

## Contact

509-385-2777 (Mobile)  
tonyamsherman@gmail.com

[www.linkedin.com/in/tonyasherman](http://www.linkedin.com/in/tonyasherman)  
(LinkedIn)

## Top Skills

Employee Relations  
Process Improvement  
Organizational Development

## Languages

English (Native or Bilingual)

## Publications

<http://www.inshrm.org/index.php/education/college-relations>

# Tonya Sherman

Enthusiastic lifelong learner, bringing a creative outlook to solve challenges and do good things.

Sandpoint

## Summary

Strategic Human Resources leader with proven experience developing & implementing creative solutions to deliver exceptional & sustainable results.

---

## Experience

### Golden Tree Grove

Executive Director  
April 2020 - Present (1 year 5 months)  
Sandpoint, Idaho, United States

Products, programs, and resources to make the world a better place through connection and professional expertise.

### Gonzaga University

Adjunct Instructor, Gonzaga University School of Business  
August 2016 - May 2019 (2 years 10 months)  
Spokane, Washington Area

Professor of MGMT 350 Principles of Management  
Fall 2016, Spring 2017, Fall 2017, Spring 2018, Fall 2018

### Sonderen Packaging

Director of Human Resources  
January 2007 - May 2019 (12 years 5 months)  
Spokane, Washington Area

Key member of management team who led change initiatives to meet business challenges and prepare for future opportunities through increased employee engagement, creating an inclusive culture, and enhancing work life experience. Built the company's core HR structure, practices and guidelines. Assessed company needs in Human Resources, Safety and Quality functions. Identified company core values to link HR strategy, employee behaviors and measurable outcomes. Managed all aspects of Company paid benefits, including health/welfare and compensation plans. Responsible for succession/workforce planning, and talent acquisition. Developed and led performance

management and talent development programs. Partner with business leadership to improve performance, operational outcomes and advise on management approaches and practices.

### Purcell Systems, Inc. an EnerSys company

#### Human Resources Manager

June 2004 - August 2006 (2 years 3 months)

Spokane, Washington, United States

Purcell Systems was awarded the 21st fastest growing company by Inc. Magazine for 2005. Created, implemented HR policies, programs, functions and activities including but not limited to: all company benefit programs, recruitment and selection, promotions/ transfers, affirmative action/EEO compliance, job classification, performance evaluation, and employee relations in accordance with quality management principles and overall objectives of the organization.

### Fleetwood Enterprises

#### Human Resources, Environmental & Safety Manager

January 2004 - June 2004 (6 months)

Spokane-Coeur d'Alene Area

Responsible for all Human Resources, Environmental and Safety duties: investigation and resolution of employee relations issues, direct/supervise the administration of corporate employee benefit programs, and wage and salary administration. Participated in Corporate Salary Planning Committee and New Hire Orientation Committee with monthly travel to Riverside California.

### Ball Corporation

#### Human Resources Generalist

May 2001 - December 2003 (2 years 8 months)

Denver, Colorado

Packaging Headquarters - Recruiting, Employee Relations, Benefits Administration and event planning activities. Community liaison for Business Advisory board for Stanley Lake High School Business Board Member, Advisory Board for University of Colorado Presidents Leadership Program, Regional Transportation Board. Developed Internship program (\$200K annual budget), Intern/mentor program committee and implementation member.

### eCollege.com

#### Human Resources Specialist

May 2000 - January 2001 (9 months)

Denver, Colorado

High tech, entrepreneurial environment, VC transition. Performed all aspects of Human Resources including recruiting, performance management, training and development.

### Seattle University

#### Human Resources Generalist

June 1999 - May 2000 (1 year)

Seattle, Washington

Represent the Office of Human Resources. Conduct job analysis and recommend classification; write job descriptions/position specifications, compensation surveys/analysis and computation of both union/non-union pay schedules and increases. Advise managers/ supervisors/employees in HR matters. Responsibility in the areas of ADA, FMLA, EEO, AAP. Active member of Central Area Motivation Program (CAMP) Employer Advisory board and the Seattle University Safety and Security Advisory Committee.

### Esterline Korry Electronics

#### Human Resources Administrator

August 1998 - June 1999 (11 months)

Seattle, Washington

Coordinate Korry business briefings, new employee orientations, staff training for 600+ employees, service award presentations, interview loops, and United Way fund raising events. Organize and maintain Commute Trip Reduction program resulting in 19 vans and 63% increased participation. Received the 1998 Commuter Challenge Diamond Award.

### Volt Information Sciences

#### HR Assistant, Internship

March 1998 - December 1998 (10 months)

Redmond, Washington

Assisted with transferring headcount from Volt to Microsoft.

---

## Education

University of Washington - Michael G. Foster School of Business

Bachelor's Degree, Business · (1994 - 1998)

University of Colorado Denver

Master of Business Administration (M.B.A.) · (2001 - 2003)

## Contact

[www.linkedin.com/in/tom-simpson-481a254](http://www.linkedin.com/in/tom-simpson-481a254) (LinkedIn)  
[nwva.com](http://nwva.com) (Personal)  
[ignitenorthwest.com](http://ignitenorthwest.com) (Company)  
[spokaneangelalliance.com](http://spokaneangelalliance.com)  
(Company)

## Top Skills

Start-ups  
Social Media  
Financial Analysis

# Tom Simpson

CEO Ignite. Entrepreneur, Angel Investor & Mentor  
Spokane

## Experience

CEO Ignite, President of the Spokane Angel Alliance and Managing Member of Kick-Start angel funds

Entrepreneur, Angel Investor & Mentor  
September 2008 - Present (12 years 11 months)  
Spokane

Ignite Funds, Enlightens and Mentors explosively growing companies. We believe a vibrant entrepreneurial core is essential to the vitality of our region.

The Spokane Angel Alliance is a 100+ member angel investor group. Over the last ten years, members of the Spokane Angel Alliance have invested ~ \$41 million in 45 companies. These businesses have raised an additional ~ \$215 million from other investors.

Kick-Start angel funds are focused on investing in companies headquartered in the Spokane area and adjacent regions. Over the last few years, Kick-Start has invested in over 25 companies. Representative portfolio companies include: etialz, APANA, Cardiac Diagnostics, CRAVE Delivery, Evergreens, GenPrime, Gestalt Diagnostics, HyperSciences, Loge Camps, Medcurity, Medication Review, NavigatorCRE, Oddjobbers, Reenue, RiskLens, Sound Commerce, S2 Media, SafeGuard Equipment, Spiceology, TMS Solutions and Vaggen Timbers.

I serve on the boards of GenPrime, Medcurity, Oddjobbers, Reenue, Sportscope, and Vaagen Timbers and on the advisory board of Voyager Capital. Previous board and advisory board seats include AdRelevance, etialz, Foster School of Business, Greater Spokane Incorporated, NetPodium, NextIT, Packet Engines, Pacific Edge Software, Pet's Choice, Safeguard Equipment, Sur La Table, Telect and World Wide Packets.

In 2018, I was inducted into Spokane's Citizen Hall of Fame for my contributions to Economic Development and Business in the region.

Kaspian  
Co-founder, Board Member

September 2008 - Present (12 years 11 months)

Spokane, Washington Area

I co-founded Kaspian in 2008. The company was acquired in 2016 and is now publicly held.

[www.kaspian.com](http://www.kaspian.com)

Northwest Venture Associates

Managing Partner

August 1995 - September 2008 (13 years 2 months)

Spokane & Seattle

Northwest Venture Associates, a venture capital firm, invested in several of the region's most successful companies formed in the late 1990's and early 2000's. Investments included AdRelevance, Confirma, NetPodium, NetMotion Wireless, Packet Engines, Pet's Choice, PrintPaks, Sur La Table, Tegic and World Wide Packets.

Dain Bosworth

Managing Director, Corporate Finance

July 1987 - July 1995 (8 years 1 month)

Seattle

Managed public offerings, private placements and mergers and acquisitions for multiple companies in the Northwest.

Deloitte Haskins & Sells

CPA, Senior Accountant

June 1982 - August 1985 (3 years 3 months)

Spokane

---

## Education

University of Pennsylvania - The Wharton School

MBA, Business · (1985 - 1987)

University of Washington

Bachelor of Business Administration (BBA), Accounting · (1978 - 1982)

## Contact

angie.swan1@gmail.com

[www.linkedin.com/in/angie-swam-mba-phr-shrm-cp-9bb97a6](http://www.linkedin.com/in/angie-swam-mba-phr-shrm-cp-9bb97a6)  
(LinkedIn)

[www.skills-kin.org](http://www.skills-kin.org) (Company)

## Top Skills

Benefits Administration

FMLA

Employee Relations

## Certifications

Professional in Human Resources  
(PHR®)

# Angie Swan, MBA, PHR, SHRM-CP

Adjunct Instructor at Gonzaga University - School of Business  
Administration  
Spokane

## Summary

Experienced in many areas of HR, including but not limited to:  
Benefits plan design, negotiation and administration  
Recruitment  
FMLA, ADA and leave of absence administration  
Verification/background checks  
HR policy and procedure development  
Employee relations  
Disciplinary procedures up to and including terminations  
Job analysis/descriptions/FLSA classification  
Interview training for managers  
Development of company-wide new hire orientation  
Organizational development  
Multi-state employment law compliance  
Federal law compliance.

Specialties: Benefit administration, FMLA, ADA and leave of absence administration, recruitment.

---

## Experience

Gonzaga University - School of Business Administration  
Adjunct Instructor  
August 2019 - Present (2 years 1 month)  
Spokane, Washington Area

Teaching Principles of Management/Introduction to Human Resources  
Management

United States Courts  
HR Specialist  
April 2018 - Present (3 years 5 months)  
Spokane, Washington Area

## Gonzaga University

5 years 2 months

### Accommodation and Leave Manager

June 2017 - April 2018 (11 months)

Spokane, Washington Area

Responsible for managing, planning, coordinating, communicating, and implementing leave and disability management programs.

- Administer comprehensive leave management, while ensuring compliance with state, federal and other applicable regulations.
- Responsible for accommodation implementation from inquiry through case completion for employees with disabilities.
- Manages caseload of persons with disabilities as well as those needing leave; educates on disability issues, functional limitations, access and accommodation; works effectively within the department to ensure the interactive accommodation process is provided, advises and refers individuals to appropriate internal and external resources.
- Manage projects such as leave law implementation, L&I retroactive program enrollment, benefits open enrollment, and annual benefit fairs.
- Develop and conduct training for leave and accommodations for new and existing employees and supervisors.

### Benefits and Accommodations Specialist

March 2013 - June 2017 (4 years 4 months)

Responsible for managing, planning, coordinating, communicating, and implementing leave and disability management programs.

- Administer comprehensive leave management, while ensuring compliance with state, federal and other applicable regulations.
- Responsible for accommodation implementation from inquiry through case completion for employees with disabilities.
- Manages caseload of persons with disabilities as well as those needing leave; educates on disability issues, functional limitations, access and accommodation; works effectively within the department to ensure the interactive accommodation process is provided, advises and refers individuals to appropriate internal and external resources.
- Manage projects such as benefits open enrollment and annual benefit fairs.
- Develop and conduct training for leave and accommodations for new and existing employees and supervisors.

## PAML

HR Representative

June 2012 - March 2013 (10 months)

Spokane, Washington Area

Serve as a member of the Human Resources team, tasks including:

- FMLA administration
- Badge issuance and security access administration company-wide
- Coordinating company events such as benefit fairs, employee service awards and bi-weekly meetings with the CEO
- Coordinate and oversee monthly new hire orientations
- Oversee and develop company-wide wellness program

## Skills'kin

6 years

HR Generalist/Benefits Coordinator

July 2006 - June 2012 (6 years)

SKILLS'KIN is a non-profit agency that provides supports and services to people with disabilities.

In this position I was responsible for benefit, hiring and administration tasks within the Human Resources department.

- Benefit program design, implementation and administration (including medical, dental, life, etc) for a large non-profit company including both federal contract and non-federal contract programs in four states.
- Administer FMLA, short-term and long-term disability policies, and ADA accommodations.
- Administer all aspects of 401(k), 457(b) and 457(f) programs.
- Develop and coordinate employee reward programs.
- Actively recruit, interview and hire for open positions for both disability services and the federal AbilityOne program while expanding company outreach and diversification efforts, emphasizing the priority of hiring people with disabilities.
- Gather and/or complete pre-employment background check components for potential employees that include DSHS, drug tests, MVRs, criminal histories, and employment and education verifications as needed through Taleo/Intelius.
- Designed and conducted the company wide New Hire Orientation for new employees in all three states of operation
- Act as a resource for employees to obtain varieties of information and interpret policies and procedures for employees as needed.
- Act as company or employee advocate for conflict resolution and disciplinary action.
- Conduct exit interviews.

- Create new forms, policies and tracking processes as required
- Conduct New Hire Paperwork for new employees and submit to payroll in a timely fashion.

#### HR Coordinator

July 2006 - March 2010 (3 years 9 months)

#### CBS Collections

##### Posting Clerk

September 2005 - July 2006 (11 months)

Spokane, WA

Working in a professional office environment processing payments, applying amounts to individual accounts, processing and e-filing bankruptcy claims and account disputes, preparing lawsuit paperwork, filing probate claims, answering multi-line phones, writing company checks, balancing the cash box and arranging deposits for numerous company bank accounts

#### Port of Portland

##### Intern/Operations Associate

March 2003 - March 2005 (2 years 1 month)

Portland, OR

Working in a professional office environment supporting the General Aviation Department in their operation of three general aviation airports including tasks such as construction coordination, tenant meeting notification, maintaining contact databases, issuing NOTAMs, conducting monthly safety inspections for each general aviation airport, maintaining levels of confidentiality, providing excellent customer service and multi-tasking.

#### Big Bend Community College

##### Junior Flight Instructor

August 2000 - December 2001 (1 year 5 months)

Moses Lake, WA

Working at a Part 141 school instructing approximately seven students per quarter. Flight training involved preparation for initial solo and private through instrument-commercial certificates. A high-pressure position in a fast paced environment requiring people skills, quick thinking, scheduling ability, record keeping, timing, answering phones, extensive multi-tasking and ground and flight instruction. Position also included extensive time management, efficiency, reporting any maintenance discrepancies, working with aircraft mechanics to determine maintenance problems, giving customer service and satisfaction, and maintaining a clean workplace.

---

## Education

Gonzaga University Graduate School of Business

Master of Business Administration (MBA) · (2016 - 2019)

Washington State University - College of Business and Economics

BA, Business Administration · (2002 - 2004)

Big Bend Community College

AAS, Commercial Pilot · (1998 - 2001)

## Contact

atrosine@careerpathservices.org

[www.linkedin.com/in/amytrosine](http://www.linkedin.com/in/amytrosine)  
(LinkedIn)  
[careerpathservices.org](http://careerpathservices.org) (Company)

## Top Skills

Training  
Leadership Development  
Employee Relations

## Certifications

Diversity, Inclusion, and Belonging  
Senior Professional in Human Resources (SPHR)  
SHRM-SCP

## Honors-Awards

Delta Mu Delta Honor Society member

# Amy Trosine, SPHR, SHRM-SCP

HR Director at Career Path Services and Adjunct Professor at Gonzaga University  
Spokane

## Summary

I am a certified Human Resources business professional with over 20 years experience and the motivation to excel in the human resources field. My open-door attitude, interpersonal skills and collaborative nature help to foster strong long-term workplace processes and positive working relationships at all levels. I passionately work to develop trust with others and am driven to increase the learning and development of all employees.

## Key Skills:

- Experience in managing all HR operations in company
- Ensures mission, goals, directives, & policies are followed
- Proven ability to successfully to design, implement and enforce policy
- Strong focus on human development and business partnerships

## Key HR Competencies:

- Experienced manager with expertise in Human Resources
- Staff training and development at all levels
- Organizational and Strategic Planning
- Management Coaching
- Performance Management
- Organizational Development
- Compensation Planning
- Employee Relations
- Policy Design and Implementation
- Superb written and oral communication skills
- HRIS, ATS, LMS Technologies
- Staff Recruitment and Retention
- Benefits Administration

- Knowledge of Federal and State Employment Law including FMLA, ADA, EEO, WC, ACA

---

## Experience

### Career Path Services

#### Human Resources Director

November 2014 - Present (6 years 10 months)

Spokane, Washington Area

Managing the Human Resources department for a Washington non-profit organization dedicated to connecting qualified workers to employers in the community and helping job seekers find real success. I provide professional level human resources expertise and guidance to our organization. My responsibilities include coordination of HR activities such as staffing, compensation, training, safety, benefits administration, compliance, and employment equity as well as policy development.

Career Path Services has achieved the Sloan "When Work Works" Award in 2013, 2014, 2015, 2016, 2017 and 2018; ranked the #1 non profit business to work for in Washington State by Seattle Business Magazine in 2014; named a Best Place To Work in the Inland Northwest in 2017, 2018, 2019 and 2020; and is ranked as one of the top 50 non-profits to work for in the United States by the Non Profit Times each year from 2013 to 2020. We love our employees, and support them as we "break the spirit of poverty through the dignity of work."

### Gonzaga University

#### Adjunct Faculty

2015 - Present (6 years)

Adjunct instructor teaching Principles of Management, focusing on HR topics and concepts for Gonzaga University.

### Webster University

#### Adjunct Professor

October 2013 - 2015 (2 years)

Adjunct instructor teaching Masters level Human Resources Development and Career Management at the Fairchild AFB campus of Webster University

### Cardon Outreach

#### HR Director

January 2012 - March 2014 (2 years 3 months)

Spokane, Washington Area

Director of the Human Resources department for healthcare revenue cycle company with 900+ employees in 32 states. Led team of HR professionals to manage day to day operations of the Human Resources department.

Accomplishments:

- Built numerous HR system and procedural efficiencies despite decreasing number of HR staff
- Authored and implemented company's first Manager Standard Operating Procedures Guide
- Designed company's first HR Metric dashboard providing critical data to senior leaders
- Built trust with senior managers through collaborative partnerships to fulfill organizational objectives and goals
- Successfully implemented new HRIS and LMS systems and served as system administrator
- Facilitated a culture of compliance by developing, enforcing, and auditing company policy and procedures relating to all phases of human resources activity
- Resolved employment- related disputes through proactive communication

## Outreach Services Companies

HR Director

January 2009 - January 2012 (3 years 1 month)

Effectively managed all Human Resource operations for growing healthcare revenue cycle company with 300 employees in 12 states including onboarding, benefits, performance, compensation, policy administration, organizational development and employee relations - all as sole HR staff member.

- Impacted employee retention by creating and facilitating company's first Management & Leadership program
- Increased employee satisfaction scores and improved morale by creating employee recognition program, Wellness program and highly regarded company newsletter
- Lowered turnover and minimized litigation risk by identifying, evaluating and resolving human relations and morale issues through effective communication
- Successfully implemented company's first HRIS system and served as system administrator
- Developed a culture of collaboration, respect and teamwork

- Ensured organizational conformation with applicable HR related regulations and statutes as well as organizational procedures and policies
- Implemented HR programs and policies needed by the organization
- Identified, evaluated and resolved human relations and morale issues, and worked with Directors and Supervisors to address work performance and productivity concerns
- Implemented staffing strategies, programs and plans to cultivate effective sources for all job levels
- Managed the HR database and payroll systems and provided staff and directors essential reports to help them manage employee resources

## Target

### Executive Team Lead - HR

November 2006 - January 2008 (1 year 3 months)

Effectively managed the Human Resources department of \$28 million major retailer, staffed retail store by recruiting, interviewing, and job offering 120-170 team members depending on season.

- Improved leadership skills of all team member levels by teaching leadership essentials courses
- Lowered turnover rates resulting in highest retention numbers in district
- Achieved high marks for integrity of weekly schedule of 140+ team members
- Successfully managed payroll to align with store performance
- Mentored college interns through company internship program
- Achieved high marks on monthly store audits for improving Target brand image

## David's Bridal

### Assistant Store Manager

October 2001 - November 2006 (5 years 2 months)

Spokane, Washington Area

Effectively managed \$2 million bridal store with annual increases of 5-15% annually and drove profitability by effectively managing bridal and non-bridal sales consultants.

- Achieved top store status in district/region in various categories including secret shop performance, % over plan, % over LY, bridal conversion, registrations to traffic %, and other qualitative areas resulting in quarterly bonuses

- Exceeded profitability and customer satisfaction standards in alterations and receiving departments
- Attained and maintained lower shrinkage/loss percentage in region (0.1%)
- Successfully staffed store in alignment with payroll goals
- Coached sales staff to deliver company service and selling vows through role-playing, on-the-spot coaching and one-on-one training

## Metropolitan Mortgage & Securities

### Organizational Development Professional

November 1998 - January 2001 (2 years 3 months)

Coordinated OD programs serving 750 employees in dynamic, growing industry leader

- Wrote, facilitated and coordinated state of the art New Employee Orientations and Management & Leadership courses for all levels
- Partnered with area collegiate faculty to enhance manager learning and offer college credit for company M&L program
- Wrote and/or presented management and leadership courses including Change Management, Time & Stress Management, Conflict Management, Temperament Styles, Team Building Essentials, Telephone Customer Service Skills, and PowerPoint Presentation Skills
- Introduced Accelerated Learning Techniques to company
- Promoted E-learning in the company
- Assisted Organizational Development manager on tactical implementation of OD plan and with coordination of management development programs, ethics & diversity programs, and Blanchard's "Gung Ho" empowerment concepts
- Assisted in developing company management program to offer graduate and undergraduate credit for classes through Gonzaga University
- Coordinated Safety Training and participated in company safety committee
- Participated on and co-organized various HR projects including Bring Your Child to Work Day, United Way Campaign and others

## Lincoln Benefit Life Insurance

### Analyst/Trainer

June 1994 - November 1998 (4 years 6 months)

Lincoln, Nebraska

- Conducted New Employee Orientation and ongoing customer service department training for employees.
- Increased department productivity by troubleshooting staff issues
- Attained Series 6 license

---

## Education

### Webster University

MA, Human Resources Development and Management &  
Leadership · (2010 - 2012)

### Hastings College

BA Cum Laude, Industrial/Organizational Psychology · (1990 - 1994)

## Contact

[jasontrosine@hotmail.com](mailto:jasontrosine@hotmail.com)

[www.linkedin.com/in/jason-trosine-78861844](http://www.linkedin.com/in/jason-trosine-78861844) (LinkedIn)  
[www.webster.edu](http://www.webster.edu) (Company)

## Top Skills

Critical Thinking  
Instructing  
Quality Assurance

## Certifications

Airframe and Powerplant

## Honors-Awards

Delta Mu Delta Honor Society member

# Jason Trosine

Doctoral Candidate, Director of Enrollment and Financial Aid Services at Washington State University, Spokane  
Spokane

## Summary

Motivating and talented university representative driven to inspire students to pursue academic and personal excellence. Strives to create a challenging and engaging learning environment in which students become life-long scholars and learners.

---

## Experience

### Washington State University Spokane

7 years

#### Assistant Director of Enrollment Services (Registrar)

October 2017 - Present (3 years 11 months)

Spokane, Washington Area

Provide leadership and overall management of registrar and enrollment services.

Responsible for development, implementation, and dissemination of policy/procedures, conducting department assessment and evaluation, participation in strategic planning, development of reports related to student data.

Responsible for implementation and management of registration functions at WSU Spokane within the PeopleSoft student information system.

Collaborates with Institutional Research to develop and validate official University reports including census, admission, enrollment, and advising reports.

Direct the publication and maintenance of the online WSU Spokane academic catalog and the production of each term's schedule and classroom assignments in conjunction with Pullman Registrar's Office and Graduate School, Faculty Senate, and Colleges of Nursing, Medical Sciences and Pharmacy.

Directs the use of all General University Classroom space, common areas and auditoria.

Responsible for planning, implementing and evaluating student and faculty portion of commencement ceremony.

## Graduate Program Coordinator

September 2014 - Present (7 years)

- Serve as the first point of contact for prospective and current graduate students; Advise on admissions process, course requirements, transcript evaluations, and general information about the program.
- Answer student inquiries and resolve problems related to curriculum and course prerequisites, referring to catalogs, written course descriptions, and other appropriate sources etc.
- Evaluate applications, note deficiencies, and arrange admissions committee review of top tier applications and organizes applicant interviews.
- Assist in communicating admissions decisions to applicants.
- Attend recruitment events as directed to provide information on the graduate programs.
- Coordinate students' program forms, course change forms, committee change forms, etc. Advise students and Advisory Chairs of deadlines and provide help with completing the forms, advise students of policies regarding thesis and dissertation formats according to the College and the Graduate School guidelines.

## Gonzaga University

Adjunct Professor

September 2015 - Present (6 years)

Spokane, Washington Area

- Strategic Management (BUSN 481)

A capstone course that introduces strategic management concepts and practices and integrates functional areas in a broad systems-perspective approach to organizational challenges. Consideration is given to the international context of strategic management and to the ethical dimensions of decision-making crucial to effective strategy formulation and implementation.

- Initiated, facilitated, and moderated classroom discussions
- Prepared and deliver lectures to 14 undergraduate students
- Maintained student attendance records, grades, and other required records

## Gonzaga University

Adjunct Professor

January 2015 - May 2015 (5 months)

- Strategic Management (BUSN 481)

A capstone course that introduces strategic management concepts and practices and integrates functional areas in a broad systems-perspective approach to organizational challenges. Consideration is given to the

international context of strategic management and to the ethical dimensions of decision-making crucial to effective strategy formulation and implementation.

- Initiated, facilitated, and moderated classroom discussions
- Prepared and deliver lectures to 60 undergraduate students
- Maintained student attendance records, grades, and other required records

## Webster University

### Representative

December 2011 - September 2014 (2 years 10 months)

Fairchild AFB, WA

- \* Launched/maintained Webster University Fairchild website, ensured current semester information/schedule up to date.
- \* Recruited 34 new students annually and maintained a 98% enrollment rate by attending career/education fairs.
- \* Improved faculty course evaluation process, increased promptness/readability of feedback.
- \* Served as an Academic Advisor for 50 graduate students each year.
- \* Organized recruitment and admission events for prospective students.
- \* Maintained thorough records of student attendance and grades.
- \* Maintained regularly-scheduled office hours to advise and assist students.
- \* Reviewed admissions folders for students admitted to the Master's degree program.
- \* Counseled graduate students in regard to educational and professional goals.
- \* Effectively provides front-line customer service to assist staff, students, faculty, prospective students and visitors
- \* Accountable for all general academic office duties (Microsoft systems); assisting students, staff, and the public with a professional, cooperative, courteous, & positive attitude.
- \* Handles confidential records, maintains department records, reviews documents for accuracy and completion and administers student registrations.
- \* Active in student recruitment, selection, and admission, makes admissions recommendations when required to do so.
- \* Plans, administers, and controls budgets, maintains financial records, and produces financial reports.
- \* Participates in faculty and college committee activities.

## Gonzaga University

### Adjunct Professor

January 2014 - May 2014 (5 months)

## Spokane, Washington

- Strategic Management (BUSN 481)

A capstone course that introduces strategic management concepts and practices and integrates functional areas in a broad systems-perspective approach to organizational challenges. Consideration is given to the international context of strategic management and to the ethical dimensions of decision-making crucial to effective strategy formulation and implementation.

- Initiated, facilitated, and moderated classroom discussions
- Prepared and deliver lectures to 60 undergraduate students
- Maintained student attendance records, grades, and other required records

## Empire Aerospace

### Airframe and Powerplant Mechanic

September 2011 - December 2011 (4 months)

Hayden, ID

- \* Responsible for completing scheduled and unscheduled maintenance of aircraft, aircraft components and systems in addition to completion of all related work orders, records and associated paperwork.
- \* Completed 22 hours of Federal Aviation Administration Aviation Maintenance Technician training, received Bronze Award
- \* Carried out assigned work in an expeditious manner, exercising sound judgment in executing each work project, and accomplished all work in compliance with procedures and policies
- \* Ensured a clean, safe, and orderly work area was maintained at all times

## United States Air Force

### Aircraft Maintenance Manager

August 1991 - October 2011 (20 years 3 months)

Fairchild AFB, WA

- \* Fostered a culture of by-the-book maintenance across the flight. Supervision style was cited as the driving force behind a Quality Assurance inspection pass rate of 100% for a six month period.
- \* Directed and managed in-depth training and self-inspection program to ensure Air Force Instructions and policies followed. 92nd Air Refueling Wing rated "Excellent" during 2010 Unit Compliance Inspection.
- \* Reviewed Maintenance Management Analysis, Quality Assurance, and other management reports to determine appropriate management actions to meet new workloads, target deficiencies, and identify and correct root causes of deficiencies.

- \* Determined schedules, sequences, and assignments for work activities, based on work priority, quantity of equipment, and skill of personnel.
- \* Developed and trained team to complete over 40 major periodic aircraft inspections. Inspected 7,000 items for airworthiness, repaired over 2,500 discrepancies 100% on-time.
- \* United a team of 50 personnel from four separate Air Force bases. Enforced tool control policy resulting in zero lost tools during 4 month deployment.
- \* Recommend or initiated personnel actions, such as hires, promotions, transfers, discharges, or disciplinary measures.
- \* Counseled employees about work-related issues and assisted employees to correct job-skill deficiencies.
- \* Developed, implemented, or evaluated maintenance policies and procedures.
- \* Numerous awards and citations received including the Meritorious Service Medal, and the Air Force Achievement Medal.

---

## Education

### Gonzaga University

Doctoral Program in Leadership Studies, Leadership · (2016 - 2022)

### Northcentral University

Doctor of Philosophy (PhD), Organizational Leadership · (2013 - 2016)

### Webster University

Management and Leadership/Human Resources Development, Business Administration and Management, General · (2010 - 2012)

### Embry Riddle Aeronautical University-Worldwide

Bachelor of Science, Professional Aeronautics · (1996 - 2005)

### Community College of the Air Force

Associate in Applied Science, Aviation Maintenance Technology · (1991 - 2004)

## Contact

stephanie.vigil@khq.com

www.linkedin.com/in/stephanie-

vigil-245211b (LinkedIn)

stephanievigil27@gmail.com

(Personal)

## Top Skills

ENPS

Broadcast Journalism

Breaking News

## Honors-Awards

Gonzaga University National  
Communication Honor Society

Edward R. Murrow Award

Tedx Speaker

Edward R. Murrow Award

Edward R. Murrow Award

## Publications

Reputation by Design

# Stephanie Vigil

TV News Anchor/Adjunct Professor/Author

Spokane

## Summary

Award winning News Anchor with a demonstrated history of working in the broadcast media industry. Skilled in Non-linear Editing, Field Production, News Writing, Sports Play-by-Play, and Videography. Strong media and communication professional with a Master's focused in Communications and Leadership from Gonzaga University.

---

## Experience

### Gonzaga University

Part-time Professor

November 2014 - Present (6 years 10 months)

- \* Image and Reputation management courses for MBA and undergraduate students in School of Business.
- \* This course supports you in your endeavors to build, maintain, and even repair your personal and professional image and reputation.
- \* Major topics include: self-assessment, redemption, creating and maintaining an image and reputation that will benefit you as an individual and professional.

"It takes many good deeds to build a reputation, and only one bad one to lose it." Benjamin Franklin

### KHQ-TV

News Anchor

July 1997 - Present (24 years 2 months)

Anchor nightly newscasts, enterprise reporting, and play-by-play for special events.

### KOVR TV 13

News Reporter

February 1993 - January 1997 (4 years)

Anchored 'California Morning' and General Assignment Reporter

Metro Traffic Control  
Traffic Reporter  
1991 - 1993 (2 years)  
Airborne Traffic Reporter

---

## Education

Gonzaga University  
Master's, Communications and Leadership · (2011 - 2013)

California State University-Sacramento  
B.A., Business, Media Communications · (1987 - 1990)

## Contact

[www.linkedin.com/in/vanessa-waldref-61b7b210](http://www.linkedin.com/in/vanessa-waldref-61b7b210) (LinkedIn)

## Top Skills

Litigation  
Trade Secrets  
Privacy Law

## Publications

Reagan's National Labor Relations Board: An Incomplete Revolution, 15 Geo. J. on Poverty L. & Pol'y 285 (2008)

The Alien Tort Statute after Sosa: A Viable Tool in the Campaign to End Child Labor? 31 Berkeley J. Emp. & Lab. L. 160 (2010)

# Vanessa Waldref

Trial Attorney at U.S. Department of Justice  
United States

## Summary

As a Trial Attorney in the Environment & Natural Resources Division, Environmental Defense Section, I represent the United States in complex civil litigation arising under a broad range of pollution control statutes, including the Clean Water Act, Clean Air Act, CERCLA and RCRA in federal district and appellate courts. My practice includes defending rules issued by the U.S. Environmental Protection Agency (EPA) and other agencies under the pollution control laws in federal district and circuit courts. In addition to defensive litigation, my practice also includes bringing enforcement actions against those who fill wetlands in violation of the Clean Water Act.

---

## Experience

U.S. Department of Justice  
Trial Attorney in the Environment & Natural Resources Division,  
Environmental Defense Section  
May 2020 - Present (1 year 4 months)

Gonzaga University School of Law  
Adjunct Professor of Environmental Law  
January 2015 - Present (6 years 8 months)

United States Attorney's Office  
Assistant United States Attorney  
June 2013 - May 2020 (7 years)  
Spokane, Washington

Lee & Hayes, PLLC  
Associate  
June 2012 - June 2013 (1 year 1 month)  
Spokane, WA

Lukins & Annis, P.S.  
Associate

October 2011 - June 2012 (9 months)

U.S. District Court for the District of Columbia  
Judicial Clerk for the Honorable John D. Bates  
September 2010 - September 2011 (1 year 1 month)

Morrison & Foerster LLP  
Litigation Associate  
October 2008 - September 2010 (2 years)

---

## Education

Georgetown University Law Center  
J.D., magna cum laude · (2005 - 2008)

Georgetown University  
A.B., magna cum laude · (1998 - 2002)

## Contact

509-462-6298 (Work)  
chriswheatley18@gmail.com

[www.linkedin.com/in/chris-wheatley-333a8311](http://www.linkedin.com/in/chris-wheatley-333a8311) (LinkedIn)

## Top Skills

Leadership  
InDesign  
Social Media

## Certifications

IDI Qualified Administrator  
Social Styles Certified Instructor  
Fierce Conversations Certified Trainer  
Certified Executive Coach  
Integrative Enneagram Accredited Practitioner

# Chris Wheatley

Assistant Vice President, Learning and Development at Numerica Credit Union  
Spokane

## Summary

Organization Development and Leadership professional passionate about creating high-performing teams and authentic organizational cultures.

---

## Experience

### Numerica Credit Union

4 years 8 months

Assistant Vice President, Learning and Development  
January 2021 - Present (8 months)

Assistant Vice President, Organizational Development  
March 2019 - January 2021 (1 year 11 months)  
Spokane, Washington Area

Organizational Development Manager  
January 2018 - February 2019 (1 year 2 months)

Connections Project Administrator  
January 2017 - January 2018 (1 year 1 month)

### Symbio

Principal Consultant  
January 2014 - Present (7 years 8 months)  
Spokane, Washington Area

### Gonzaga University

9 years 6 months

Associate Director, Center for Community Action and Service Learning  
January 2013 - January 2017 (4 years 1 month)  
Spokane, WA

- co-direction of the Center for Community Action and Service-Learning (CCASL), a multi-disciplinary, multi-program community service department.

- Manage Academic Service Learning including faculty support, community partnership development and student learning assessment.
- fundraising activities, including; direct mail, online solicitations, endowment fund generation, grants, and gifts.
- Supervise 2 full time staff, 7 students, and act as the liaison to the Campus Kitchens Project.
- Direct all marketing activities including events, messaging, materials.
- Supervise three program budgets and assist in the management of overall department budget.

#### Assistant Manager

August 2007 - January 2013 (5 years 6 months)

- Manage the advertising and business functions of the student publications department
- act as lead student leadership trainer

---

## Education

#### Gonzaga University

MA, Organizational Leadership · (2007 - 2010)

#### Gonzaga University

BA, Political Science, Business, Leadership · (2003 - 2007)

**Jessie F. Wuerst**

**1914 South Stanley Lane ● Spokane, WA 99212**

**Telephone: Cell: 509.879.2114 ● Work: 509.495.8578 ● E-mail: jessie.wuerst@avistacorp.com**

**Overview of Qualifications:** Extensive experience in innovative, collaborative relationship-building and facilitation activities in corporate, public sector, community and non-profit environments. Significant experience in strategic and systems-based communications with senior executives, elected and community leaders, and building relationships with a diverse group of constituents. Firm command of research, planning, execution and evaluation of programs and tactics, and implementing them for win-win outcomes independently, as a team player and as a team leader.

### **Professional Experience**

**1999 – present: Avista Corp., Spokane, Washington**

**2012 – present Senior Communications Manager; 2003 – 2012 Communications Manager** — *develop, align, integrate and facilitate messaging, communications and public relations strategies and tactics throughout internal and external channels to counsel, build understanding of company positions and enhance company reputation*

- Counsel, facilitate and implement strategic communications plans and actions with executives and employee teams and departments across the company and into the community, aligning messages with project and target audience goals, in support of corporate strategic initiatives. A recent example is the leadership of Avista's 125<sup>th</sup> anniversary celebration in communities throughout our service territory.
- Facilitate team and individual work to develop communications that build awareness, deepen understanding and facilitate relationship building to benefit the company, as well as the needs of target audiences. Examples include: publishing the company's first shared value (sustainability) report, to enhance knowledge about the company's strategic and sustainable business practices; developing strategies for communicating key issues and the company's position on them, including LNG/CNG development activities; acquiring, monetizing and ongoing issues management for company subsidiaries; and most recently working with city and company project leaders on the development and implementation of communications for the new City Hall Plaza and redeveloped Huntington Park.
- Research, plan and assist in executing strategic initiatives to achieve company and community public policy goals. Recent examples include: participation with GSI in the successful rebuke of the Envision Spokane initiative; and providing counsel for the company's position on the STEP initiative, as well as rising tide public transportation initiatives.
- Develop and enhance media relations with local, regional and national print and broadcast reporters around challenging topics such as executive compensation, climate change, and quarterly and annual corporate financial reporting and subsidiary communications.
- Lead the conceptualization, planning and implementation for community outreach and philanthropy communications, examples include leading the public relations for a significant, multi-cultural project – Michael P. Anderson Memorial Statue Fund in Spokane and the Michael P. Anderson Aerospace Program at the Museum of Flight in Seattle, – community outreach, concept, graphic design and printing of collateral materials and media relations; working with Spokane STEM Network to develop marketing communications activities to develop community awareness and participation.

**2000 – 2003: Employee Communication Manager** — *develop and align messaging to employees and retirees to enhance awareness, understanding and engagement in corporate strategies and goals*

- Conceptualized, developed and implemented an award-winning integrated internal communications program founded on and annually assessed by survey and focus-group research and benchmarked to professional best practices.
- Visioned and facilitated the research, planning and the complete redesign of AVAnet, the company's intranet, facilitating companywide employee involvement in design, construction, naming, online content management and use as an Internet portal, to meet company strategic goals of effective employee work processes.

**1999 – 2000: Employee Communication Coordinator** — *develop, implement and facilitate employee participation in strategies and tactics to improve two-way communication between employees and senior executives to rebuild trust, engagement and awareness of company business strategies*

- Launched quarterly employee town hall meetings throughout the company's five-state service territory, scheduling senior executives, counseling speakers and facilitating the development of messaging and presentations to highlight strategic initiatives, business goals and employee recognition, resulting in an increase in employees' perception of executive trustworthiness to 70 percent and better over the baseline rating assessed in 1999.
- Redesigned the format and content for the weekly printed employee newsletter, and conceptualized, designed and implemented a three-times-per-week e-newsletter, improving timely distribution to all employees, integrating distribution to retirees and other external audiences, maintaining a satisfaction rating of 80 percent or better.

**1997 – 1999 Vidcom Communications, Spokane, Washington** – *President — public relations and communications counseling to CEOs and senior executives, including strategic planning and tactical implementation assistance to achieve company/organizational goals*

- Launched and built a public relations business, focusing on strategic planning, branding, and media, customer and community relations primarily for small to mid-size businesses and non-profit organizations, including working with boards and employees to facilitate the creation of mission and vision statements, developing marketing communications, media buying, special events, radio and television commercials, PSAs and videos.

**1996 – 1997 Alliance Pacific, Inc., Spokane, Washington** – *Vice President, public relations & public affairs – conceptualize, plan, implement and evaluate public policy, strategic planning, marketing communications and public relations tactics and campaigns for for-profit, non-profit and tribal organizations*

- Provided strategic public relations counseling to clients and worked with elected officials, city, county, and state administrators and staff; conceptualized and implemented key audience messaging for marketing communications, media relations and special event plans to meet communications and budget objectives, including tribal gaming (Kalispel Tribe property declared reservation land in Airway Heights), community initiatives (Spokane County Recycling program), groundbreaking and dedication events (Spokane County Library District) and major new product launch communications (Sprint Cell Phones).

**1992 – 1996 United Way of Spokane County, Spokane, Washington** – *Vice President, Communications — develop and implement strategic, consistent, engaging and community-oriented communications and public relations programs to further the mission of the organization*

- Repositioned and enhanced the organization's communications, in conjunction with a diverse group of member agencies and programs, to garner new donors, retain current donors and position the agency as a community resource.
- Proactively participated in the organization's leadership team and worked closely with community and business leaders, and volunteers.

- Strategically planned, conceptualized and produced campaign materials, including videos, annual reports, brochures, fact sheets, posters and special events.

**1990 – 1992 Spokane Public Schools, Spokane, Washington**

**1991 – 1992 Communication Specialist; 1990 – 1991 Communication Coordinator** — *develop and implement internal and external communications and public relations activities to enhance the public school/community relationships*

- Coordinated information development and dissemination with district administrators, parents and community volunteers for successful school levy and bond campaigns
- Researched, wrote and edited internal and external newsletters and newspaper tabloid supplements highlighting the activities, performance and status of the district, individual schools, personnel and students
- Coordinated employee recognition and media relations activities

**1988 – 1990 Public Relations Consultant, Spokane, Washington**

- Developed and implemented marketing communications, special event and public relations activities for non-profit organizations.

**1984 – 1987 Gonzaga University, Spokane, Washington** – *Assistant to the Director of Development* — *research, write and assist in presenting major fund development opportunities for the university*

- Independently researched and wrote 400 grant proposals, resulting in over \$4 million in grants, funding projects throughout the university, including the Jepson Center for Business Administration
- Interacted with and built relationships with regional and national corporate and foundation executives and individual donors
- Assisted in developing communication materials for the university's capital campaign, including the view book
- Wrote presentations and donor correspondence for the university president.

**1976 – 1983 University of Nebraska at Omaha & Creighton University, Omaha, Nebraska** – **Special Education Clinics Coordinator and instructor, speech/language pathology** — *develop, teach and model ethical principles and clinical practice in speech/language pathology for upper division, graduate and dental students; implement community speech and hearing screenings at malls and other public locations*

**Education**

Gonzaga University	Master of Business Administration
University of Nebraska at Omaha	Master of Science, Speech/Language Pathology
University of Kansas	Bachelor of Science, Education

**Academic Instruction/Presentations**

- Guest lecturer, Webster University, MBA program, Fairchild Air Force Base, Spokane, WA
  - “Shared Value, Shared Success-Reporting on Sustainability” 2013
  - “Strategic CSR – Creating Shared Value from a Stakeholder Perspective” 2014
- Guest lecturer – Public Relations classes, Gonzaga University, 2003-2006; 2011-2014
  - Dale Goodwin
  - Kristina Morehouse
- Adjunct Instructor, Public Relations, College of Arts and Sciences, Gonzaga University, Fall, 2006

- Additional presentations:
  - “From Sustainability to Shared Value – A New Perspective on Reporting” Utility Communicators International, Seattle, WA 2011
  - “Having a New Conversation with Our Customers – Using New Technology to Change How and Where We Communicate” Edison Electric Institute Best Practices Workshop, San Antonio, TX 2010
  - “Are They Talking Behind your Back? How You Can Find Out and Join the Conversation” National Energy and Affordability Conference, New Orleans, LA 2010
  - “Professional Options in Public Relations”, Regional PRSSA conference, Spokane, WA, 2005
  - “Have a Passion for Your Profession”, Eastern Washington PRSSA, 2004
  - “Let’s Give Them Something to Talk About”, Communicators Track, America’s Blood Centers national convention, Spokane, WA 2003
  - “Employee Newsletters”, Greater Spokane Chapter PRSA, 2003
  - “Employee Communications: The Bottom Line”, Ragan Corporate Communicators Conference, Chicago, Ill., 2002

### **Accreditation, Honors and Awards**

- Accreditation in Public Relations (APR), Public Relations Society of America 2001; renewed 2004, 2007, 2010, 2013
- Spokane Public Relations Council SPARC Award – Awards of Excellence – Avista Annual Report, 2011 and 2013; Award of Merit – “SustainAbility: Avista’s Report on Our Performance” 2011
- Utility Communicators International, Better Communications Competition – Avista Annual Report 2010, 2011
- National Investor Relations Institute, Best Annual Report-Letter/Narrative, Avista Annual Report, 2009; Best “Sustainable” Report in Show, Avista Annual Report, 2009
- Goodwill Industries of the Inland Northwest Volunteer of the Year 2003
- American Society of Professional Communicators award – Honorable Mention – 2001, 2004
- Spokane Advertising Federation Addy Award – Excellence 1995 (Public Relations); 2013 (Avista Corp. Annual Report)
- Spokane Public Relations Council Dussault Award – Excellence in Public Relations 1995, 2005
- National Telly Award Finalist 1995, “Day of Caring”
- Washington School Public Relations Association Awards of Merit (2) 1991
- Spokane Advertising Federation – Award of Merit 1990

### **Community Activities**

- Public Relations Society of America, Greater Spokane Chapter, member 2000-present; Accreditation Review team member 2002 – 2007, 2013-2014; Accreditation Study Leader 2007-present; Chapter Ethics Officer 2003 – 2006; Board of Directors 1995 – 2000, 2010-2012; treasurer 1996 – 2000, 2010-2012
- Gonzaga University School of Business Administration Dean’s Business Forum Board 2011-2013
- Michael P. Anderson Memorial Statue Fund Campaign – Campaign Leadership Committee member (Spokane and Seattle), 2003 - 2012
- Family Service Spokane, Board of Directors, 2001 – 2010, Vice President 2006-2007; President-elect 2007; President 2007-2009, Past president 2010
- Goodwill Industries of the Inland Northwest, Board Community Development and Planning Committee 2001– 2008
- Campaign and communications strategist for 2 successful judicial elections, 1998, 2004
- Women Helping Women Fund, Board of Directors 1998 – 2000; Communications Committee 1997– 2000; Communications Committee Co-Chair 1998-2000
- City/County of Spokane Cable Advisory Board 1994 – 1998; vice chair 1996-97, chair 1998
- Dominican Health Services Strategic Planning Committee, 1996 – 1998
- Leadership Spokane Graduate (1992); Board of Directors 1994 – 1997
- Spokane Public Schools Superintendent’s Public Affairs Advisory Council 1992 – 1997
- American Red Cross Board of Directors 1986 – 1992
- Spokane Symphony Associates 1983 – 1990