

# AGNEW CONSULTING

## BIO

*The following biographical sketch introduces Tom Agnew and Agnew Consulting.*

Tom Agnew, wife Stephanie, and their three children live near Liberty Lake, WA.

Tom attended the University Of Washington Graduate School Of Public Affairs. He's a business owner, has worked in top management for the City of Seattle, with a Seattle consulting firm, in management for both radio and television in Maui and Spokane, and as college professor.

Agnew returned to consulting in 1990 with the formation of Agnew Consulting. Tom is trained and experienced in the teaching and application of quality systems theory and technique. His firm's projects range from single purpose workshops; e.g., strategic planning, goal setting, leadership, communication, and annual meeting facilitation; to long term quality program planning and implementation; e.g., ISO 9000 certification. Since 1999 he teaches Quality Management for Gonzaga University's School of Business.

Agnew Consulting works for business, government and community. Work includes developing and facilitating inclusive group process decision-making via participative management. Common themes are personal and organizational self-correcting work process utilizing quality management principles and techniques.

Agnew Consulting's client list includes retail, wholesale, insurance, school district, government, manufacturing, construction, membership, university, medical and not-for-profit organizations. All work is custom tailored for specific client needs.

Tom's volunteer activities have included serving on School Board, Church Finance Council, Chamber of Commerce Board of Directors, as Utility District Commissioner, and other national, state and local business, professional, and community boards and committees.

Agnew Consulting provides continuously improving quality planning and management service to individuals and organizations, business and government, in win-win relationships which benefit participants, their organizations, and community, while providing reasonable return on investment.

*Leadership • Service • Planning • Management*

# AGNEW CONSULTING

SPECIAL PROJECTS FOR BUSINESS AND GOVERNMENT

## QUALITY SERVICE PLANNING AND MANAGEMENT

### BIO

*The following biographical sketch introduces Tom Agnew and Agnew Consulting.*

Thomas Edward Agnew, wife Stephanie, and their three children live in Liberty Lake, WA.

Tom attended the University of Washington Graduate School of Public Affairs after receiving his undergraduate degree from U. of W. in Political Science and English Literature. He has worked in top management for the City of Seattle, as a consultant with a Seattle planning and management consulting firm, and in broadcasting as management for both radio and television.

Agnew returned to consulting in 1990 with the formation of Agnew Consulting. His firm conducts special projects for business, government, non-profits, and individuals emphasizing personal and organizational reform utilizing quality movement principles and techniques. Work involves developing and facilitating inclusive process. Participative management is a prevailing theme.

Tom is trained and experienced in the teaching and application of quality systems theory and technique including Deming, and ISO 9000. Projects range from single purpose workshops; e.g., team building, goal setting, leadership, communication, strategic planning, and annual meeting facilitation; to long term quality system planning and implementation; e.g., ISO 9000 certification.

Agnew Consulting's client list includes retail, wholesale, insurance, school district, government, manufacturing, membership, university, hospital and non-profit organizations. All work is custom tailored for specific client needs often utilizing Agnew Consulting's proprietary Total Quality Service Process© and/or Personal Quality Service Process©.

Current volunteer activities include serving on the School Board, the Bishop's Finance Council, the New Century Plan steering committee, the boards of directors for Valleyfest, Liberty Lake Property Owners' Association, and Citizens' League of Greater Spokane co-president.

### MISSION STATEMENT

Agnew Consulting provides continuously improving total quality planning and management service to individuals and organizations, business and government, in win-win relationships which benefit participants, their organizations, and community, while providing reasonable return on investment.

## Contact

kbachman99@gmail.com

[www.linkedin.com/in/kay-bachman-phd-pmp-csm-84608a52](http://www.linkedin.com/in/kay-bachman-phd-pmp-csm-84608a52) (LinkedIn)

## Top Skills

Higher Education

Project Management

Leadership

# Kay Bachman, PhD, PMP, CSM

Professor of Project Management at Washington State University  
Engineering & Technology Management Program

United States

## Experience

Washington State University

3 years 9 months

Professor, Engineering & Technology Management Program

January 2018 - Present (3 years 8 months)

<https://etm.wsu.edu/>

Washington State University's Engineering and Technology Management (ETM) program prepares engineering and business professionals to make strategic and operational decisions and become leaders in the management of technology. Courses provide practicing engineers with the knowledge, tools, and skills to manage projects, operations, organizations, and people. The ETM program is specifically tailored for professionals who want to advance their careers while still working full time. Live, online lectures are available from anywhere and at anytime.

Assistant Professor

December 2017 - Present (3 years 9 months)

Gonzaga University

Director, Project Management Office, Information Technology Services

May 2010 - December 2017 (7 years 8 months)

Avista

Project Management Analyst

1988 - 2008 (20 years)

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## Education

Gonzaga University

Master's degree, Organizational Leadership

Gonzaga University

Doctor of Philosophy - PhD, Leadership

Washington State University

Bachelor of Arts (BA), Interior Design · (1980 - 1984)

## Contact

9009 N. James Drive,  
Spokane, WA 99208  
drbdrb@yahoo.com

[www.linkedin.com/in/david-burnett-a3a7319](http://www.linkedin.com/in/david-burnett-a3a7319) (LinkedIn)

## Top Skills

Policy  
Government  
Writing

## Languages

English (Native or Bilingual)  
Spanish (Limited Working)  
French (Full Professional)

# David Burnett

Former Adjunct Professor of Business & Economics at Gonzaga University  
Spokane

## Experience

U.S. Department of State  
Minister-Counselor (Retired)  
2011 - Present (10 years)

Gonzaga University  
Former Adjunct Professor of Business & Economics  
May 2017 - Present (4 years 4 months)  
Spokane, Washington

Whithworth University  
Adjunct Professor of Business & Economics  
January 2014 - Present (7 years 8 months)  
Spokane, WA

Courses: MBA-Policy Environments for Business; Continuing Education-Economics of Social Issues

Spokane City Plan Commission  
Community Assembly Liaison  
April 2013 - July 2015 (2 years 4 months)

Part-time, volunteer position representing Spokane's 27 neighborhood councils on the Plan Commission, and advising those councils of long- and medium-term planning issues that might concern their respective neighborhoods.

U.S. Embassy Tel Aviv  
Economic Minister-Counselor  
July 2008 - July 2011 (3 years 1 month)

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## Education

Stanford University  
Master of Arts (MA), Food Research, Economics · (1986 - 1987)

University of Idaho

Bachelor of Arts (BA), Economics · (1973 - 1977)

## Contact

hbutcher10@gmail.com

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

## Top Skills

Project Management  
Collaborative Problem Solving  
Higher Education

## Certifications

Certified Scrum Product Owner  
ITIL Foundation Certificate in IT  
Service Management  
Planned Giving Certification  
Change Management Certification  
Project Management Professional  
(PMP)®

# H. Colleen Butcher, PMP

Senior Project Portfolio Manager at Anthology Inc  
Spokane

## Summary

20+ years experience in business management, leading complex, high-level projects in the academy and not-for-profit sector. Training and leadership experience in project management, business analysis, and Scrum/Agile in an IT environment.

Recognized for the ability to meet or exceed organizational expectations, to act with integrity in every situation, and to continually add value through creative ideas and expert implementation.

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## Experience

Anthology Inc  
Senior Project Portfolio Manager  
March 2021 - Present (6 months)

Gonzaga University - School of Business Administration  
Adjunct Professor  
July 2020 - Present (1 year 2 months)

Clark College  
5 years 6 months  
Adjunct Faculty  
September 2017 - Present (4 years)  
Vancouver, WA

Director, IT Project Management Office  
January 2019 - July 2020 (1 year 7 months)  
Vancouver, WA

IT Project Manager, PMO Lead  
March 2016 - July 2020 (4 years 5 months)  
Vancouver, WA

IT Business Analyst  
October 2016 - January 2018 (1 year 4 months)  
Vancouver, Washington

Executive Assistant to the CIO  
March 2016 - October 2016 (8 months)

George Fox University  
Faculty and Dissertation Advisor  
August 2015 - Present (6 years 1 month)  
Portland, Oregon Area

Support and facilitate the academic research and writing of doctoral students in the Semiotics and Leadership, Leadership in Spiritual Formation, and Leadership in Global Perspectives tracks of the Doctor of Ministry (DMin) program.

Gonzaga University  
Project Manager  
August 2019 - March 2021 (1 year 8 months)  
Spokane, WA

Merriam Music  
Technology Development Project Manager  
February 2014 - July 2014 (6 months)

- managing online presence, SEO, writing content
- collaborating with staff and teachers to develop content for web site and online marketing
- event management

Unite Productions  
National Conference Coordinator  
2002 - 2010 (8 years)

- produced 15 national conferences including recruiting speakers and artists
- managed budgets, supervised staff, evaluated programming
- communication, marketing, overall management

University of Toronto  
Senior Development Officer, Trinity College Capital Campaign  
1996 - 1999 (3 years)

- managed a major gifts portfolio of alumni donors
- capital campaign major gifts and annual fund
- all aspects of the fundraising cycle: writing copy, design, mailhouses, telemarketing, researching prospects, presenting personalized proposals, stewardship, volunteer committees, analysing reports, assessing success and revising for ongoing success

- events, communications, staff supervision

Ontario Arts Council  
Associate Music Officer  
1991 - 1996 (5 years)

- joint responsibility for music office granting programs, \$9M+ budget  
- advised music organizations on organizational structure, general management, board administration  
- oversaw granting process, meetings, communication

Toronto Symphony Orchestra  
Development Manager, Annual Fund  
1990 - 1991 (1 year)

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## Education

George Fox University  
Doctor of Ministry, DMin, Leadership in Emerging Culture: Semiotics and Future Studies · (2010 - 2013)

Schulich School of Business  
Master of Business Administration (MBA), Organizational Design · (1987 - 1989)

Tyndale Seminary  
Master of Divinity (MDiv), Worship · (1997 - 2002)

McGill University  
Master of Music, Performance, MMus, Music Performance, General · (1985 - 1986)

The University of Western Ontario  
Bachelor of Music, Honours in Education, Music Education · (1981 - 1985)

## Contact

[www.linkedin.com/in/jaime-estrada-53397576](http://www.linkedin.com/in/jaime-estrada-53397576) (LinkedIn)

## Top Skills

Process Improvement  
Project Management  
Instructional Design

## Languages

Spanish  
French  
English

# Jaime Estrada

Director of Operational Excellence at Vitalant & Instructor at  
Gonzaga University  
Spokane

## Summary

Experienced Director of Operational Excellence covering continuous quality improvement, strategic alignment and deployment, and workforce development. Demonstrated history of working in non-profit, pharmaceutical manufacturing, health care, supply chain, and higher education. With an educational background in pre-med, psychology, adult education, and lean six-sigma black belt, I'm skilled to work successfully among all functional levels from front-line to executive leadership to establish a healthy foundation for problem solving and sustainable goal acquisition through staff empowerment and proficiency.

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## Experience

### Vitalant

11 years 1 month

#### Director of Operational Excellence

September 2015 - Present (6 years)

Spokane, Washington Area

Oversee rollout and sustainability of problem solving and goal acquisition models across 400 employees and over 1200 miles from frontline to senior leadership. Teaming with enterprise rollout and sustainability (nationwide, 5000+ employees). Strategic planning and deployment, merger integration, key performance alignment, senior leadership accountability, Total Quality Management (TQM), daily management systems (DMS), Gemba, rapid improvement (PDSA), Voice of Customer/Business, cultural development.

#### Manager of Training and Process Improvement

July 2011 - September 2015 (4 years 3 months)

Spokane, Washington Area

Oversight and leadership, Interactive Program Planning, Adult Education and evidence based methodologies, highly technical and soft skill development at all levels, objective and accountable performance management, new hire integration and proficiency, workforce retention improvements, diversity

and multicultural integration, change management, interpersonal and conversational development, eLearning creation and rollout, instructional/ curriculum design, LMS administration, trainer education.

Author of 165+ policies/procedures, change management, Value Stream Analysis, LEAN, 6-sigma, DMAIC, Muda, Kaisen, Kata coaching, data management, computer change control, cross-functional collaboration, people and financial resourcing, piloting, validation, proof of concept, info-mapping, regulatory sanctioning.

#### Training Coordinator

August 2010 - July 2011 (1 year)

Spokane, Washington Area

Training Leadership and Oversight, Project Management, Process Improvement, Performance and Operational Excellence, Document Control Oversight, Instructional Design (standard and eLearning), Process Design, Deviation Management/SixSigma, Change Control and Management.

#### Gonzaga University

Instructor of Statistics and Operations Management

August 2016 - Present (5 years 1 month)

Spokane, Washington Area

#### LifeShare Blood Centers

Donor Services Operations Manager

June 2007 - August 2010 (3 years 3 months)

Monroe, LA

Oversight of central and satellite operations including inventory mgmt., training, performance accountability, and department structuring. Hiring, staffing and scheduling; budgeting, employee development/evaluation/coaching, succession planning.

#### Vitalant

Operations Supervisor

June 2003 - May 2007 (4 years)

Farmington, New Mexico, United States

Oversight and management of hospital services (temp controlled inventory, delivery, service excellence) and blood collection (phlebotomy, controlled storage, service excellence) operations.

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## Education

University of Louisiana at Monroe

Bachelor of Arts (B.A.), Psychology / PreMed · (2000 - 2003)

## Contact

taryn\_fletcher@hotmail.com

[www.linkedin.com/in/taryn-fletcher](http://www.linkedin.com/in/taryn-fletcher)  
(LinkedIn)

## Top Skills

Leadership

Program Development

Higher Education

## Certifications

Microsoft Office Specialist Excel  
2013

Corporate Training Certified (CTC)

Microsoft Office Associate 2019

Microsoft Office Specialist Word  
Expert 2013

Microsoft Certified Educator

## Honors-Awards

2016 Merit Award Four-Year  
University Level

# Taryn Fletcher, MBA

Adjunct Lecturer at Gonzaga University Graduate School and School  
of Business Administration

Liberty Lake

## Experience

Gonzaga University Graduate School of Business

Adjunct Lecturer

August 2018 - Present (3 years)

Spokane, Washington Area

Gonzaga University - School of Business Administration

Adjunct Lecturer

January 2019 - Present (2 years 7 months)

Spokane, Washington Area

Cheney High School

Business and Marketing Education & CTE Teacher

August 2019 - Present (2 years)

Cheney, WA

Eastern Washington University

Program Director & Lecturer

September 2012 - August 2018 (6 years)

Kaiser Aluminum

Account Representative & Special Projects

1998 - 2006 (8 years)

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## Education

Eastern Washington University

Eastern Washington University

Master of Business Administration (MBA), Operations Management and  
Supervision

# Katherine E. Galassi

1192 W Summit Pkwy Apt. 28 Spokane, WA 99201

949.910.3707

kegalassi@gmail.com

## EDUCATION

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### **GONZAGA UNIVERSITY**

**Spokane, WA**

*Master of Business Administration, December 2016*

- Summa Cum Laude
- Beta Gamma Sigma

*Bachelor of Arts in International Studies and Sociology, May 2013*

- Magna Cum Laude
- Alpha Sigma Nu

## PROFESSIONAL EXPERIENCE

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### **GONZAGA UNIVERSITY: OFFICE OF THE PRESIDENT**

**Spokane, WA**

*Senior Administrative Assistant*

*June 2016-present*

- Plan and coordinate all meeting and event logistics for Boards of Trustees and Regents, including drafting communication and onboarding new members
- Draft and review all correspondence sent from the President
- Maintain accurate and current financial records related to the President's budget

### **GONZAGA UNIVERSITY: OFFICE OF THE PRESIDENT**

**Spokane, WA**

*Administrative Assistant II*

*April 2014-June 2016*

- Planned and managed Presidential events
- Drafted, reviewed, and edited Presidential correspondence
- Assisted the Chief of Staff, Executive Assistant to the President, and Faculty Advisory to the President
- Managed two student employees

### **WASHINGTON TRUST BANK**

**Spokane, WA**

*HR Administrative Assistant*

*June 2013-April 2014*

- Supported HR Generalists by posting job openings, preparing and sending offer letters, and onboarding new employees
- Responsible for managers' monthly expense reports
- Accountable for Work-Life programs, including Commute Trip Reduction
- Created a volunteer tracking survey and recreated the volunteer webpage

### **WORLD RELIEF SPOKANE**

**Spokane, WA**

*Anti-Trafficking Program Specialist*

*May 2012-June 2013*

- Set the administrative foundation for providing services to foreign-born victims of human trafficking in the U.S.
- Organized and created various awareness events, fundraisers, and anti-human trafficking programs

### **GONZAGA UNIVERSITY: UNIVERSITY ADVANCEMENT**

**Spokane, WA**

*Telefund Supervisor*

*Sept. 2011-Feb 2013*

- Assign calling pools, provide coaching and support for callers, complete time sheets, and make sure that the financial goals of the night are reached

*Telefund Caller*

*Jan. 2010-May 2012*

- Call alumni, parents of alumni, and friends of the university to update contact information, build rapport, and ask for financial gifts

### **GONZAGA UNIVERSITY: SOCIOLOGY DEPARTMENT**

**Spokane, WA**

*Sociology Research Assistant*

*Jan. 2011-Dec. 2011*

- Enter demographic data from Gonzaga's Campus Kitchen in support of a grant
- Facilitated a group of sociology students in conducting a research study at St. Aloysius Gonzaga Catholic School to support a grant application

## Contact

[www.linkedin.com/in/marci-gannon-pmp-pmi-acp-pfmp-97b36156](https://www.linkedin.com/in/marci-gannon-pmp-pmi-acp-pfmp-97b36156) (LinkedIn)

## Top Skills

Project Management  
Vendor Management  
Agile Methodologies

## Certifications

Agile Certified Practitioner (PMI - ACP)  
Portfolio Management Professional (PfMP)  
Project Management Professional (PMP)

# Marci Gannon, PMP, PMI-ACP, PfMP

Adjunct Professor at Gonzaga University - School of Business Administration  
Liberty Lake

## Experience

### STCU

16 years 3 months

Director - Project Management  
January 2018 - Present (3 years 8 months)

Manager - Project Management  
August 2011 - August 2019 (8 years 1 month)

- Provides effective leadership to a high performing, cohesive team
- Manages the performance, training requirements, and professional development of direct reports
- Built a new department and restructured project management positions to fully support the organization's core functions and business processes
- Developed a full project management audit plan to align quality assurance with continuous process improvement to ensure the team achieves their goals in project administration, team communication, task and role fulfillment and team enthusiasm
- Facilitates meetings, interviews and presentations with all levels in the credit union and administers internal consulting that supports the technology needs of all departments and branches within an organization of approximately 550 employees
- Works in partnership with the Manager – Software Development to plan and manage technology solutions to drive process improvements, competitive advantage and efficiency
- Responsible for the project implementation process used for corporate and IT departmental projects, switching between agile and waterfall methods depending on project specifics and project team goals
- Purchased and implemented EPM Live, enterprise project portfolio and work management solution which will help STCU facilitate resource management, project issues, project changes, project risks, project cost planning, project programs, project prioritization and reporting

- Assist project managers and sponsors to complete project requirements including third party assessments and resource estimates
- Develop and integrate best practices into the corporate project management process including project lifecycle, methodologies, agile development and project planning tools

### IT Project Manager

June 2005 - August 2011 (6 years 3 months)

- Prioritized, planned, executed, led and managed assigned corporate, cross-functional and department projects according to deadlines, budgets and technical requirements
- Researched and recommended best practices for the project management process including project lifecycle, methodologies and project planning tools
- Provided coaching to team members to continually increase competency, and promote team depth and unity
- Led cross functional teams across technical, financial and operation disciplines
- Managed vendor relationships by communicating regularly with the vendor
- Facilitated open discussions on product direction while tracking and prioritizing product defects and enhancements

### Gonzaga University - School of Business Administration

Adjunct Professor

August 2019 - May 2020 (10 months)

Spokane, Washington Area

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## Education

### Gonzaga University

Master of Arts (M.A.), Organizational Leadership · (2004 - 2012)

### Western CUNA Management School

CU Management · (2012 - 2014)

### Central Washington University

Bachelor of Science (B.S.), Business Administration/Finance · (1997 - 2000)

## Contact

10811 S. Andrus Rd.  
Cheney, WA 99004  
5094349540 (Mobile)  
taresa@gmail.com

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

## Top Skills

Project Management  
Program Management  
Process Improvement

## Languages

Spanish (Limited Working)  
English (Native or Bilingual)

## Certifications

Duolingo Spanish Fluency:  
Intermediate (Estimated)  
Project Management Professional  
Duolingo Spanish Fluency:  
Intermediate (Estimated)

# Taresa Nephew MBA, PMP, PMI-ACP

Program Manager at Itron, Adjunct Faculty at Gonzaga University  
Spokane

## Summary

Experienced Program Manager with a demonstrated history of working in the utilities industry. Skilled in Operations Management, Business Development, and Business Process Improvement. Strong program and project management professional with the advantage of servant leadership skills developed through Leadership Spokane.

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## Experience

### Itron, Inc.

10 years 10 months

#### Program Manager

December 2014 - Present (6 years 9 months)

Liberty Lake, WA

Bringing new systems to market through leading cross-functional, globally dispersed teams.

Reporting to the Directors of Networks and Outcomes.

Managed compliance with Global Development Process and executive updates through Global R&D Metrics.

Aligned individual projects to deliver concurrently to a larger program in support of corporate strategy.

#### Current Programs:

OpenWay Riva Gas Disconnect

OpenWay Riva Gas Intelis

Distributed Intelligence

#### Previous Programs:

Itron Analytics

Itron Mobile Platform

#### Senior Proposal Analyst

November 2010 - November 2014 (4 years 1 month)

## Liberty Lake, WA

- Led complex RFP response process in concert with a large cross section of stakeholders for smart grid and other metering systems including hardware, software, and cellular and RF networks.
- 2013 proposals totaled over \$60M. 2014 Q1 and Q2 proposals totaled over \$59M.
- Managed proposals with many moving parts and dependent tasks to meet schedules.
- Teamed up with product managers to distill complicated product specifications, functionality, interoperability, and competitive advantage into a customer friendly value statement.
- Collaborated with project managers, technical consultants, and other support staff to anticipate customer needs and proactively develop materials to keep the customer engaged with Itron services.

## Gonzaga University

### Faculty

September 2017 - Present (4 years)

Spokane, Washington Area

I teach Project Management within the School of Business Operations Concentration. My objective is to prepare students to make immediate contributions to their project teams as they launch their careers.

## KeyTronicEMS

### Program Administrator

2008 - 2010 (2 years)

- Managed quote process for new and existing customers by coordinating cross functional teams, evaluating costs, and providing a complete quote with a detailed review of financial impact on the company.
- Served as tactical contact and back up Program Manager responding to production issues and customer requests.
- Conducted business analyses related to end of life products and components, alternative cost savings strategies, make vs. buy scenarios, and production locations in support of the Program Managers' strategies.
- Served as Program Manager for a \$.5M PCBA customer and a \$7M box build (FRU) customer whose program was EOL with significant inventory management challenges.
- Created new reports and processes to more effectively capture and use historical data in procurement management and contract negotiation.

Golf Savings Bank  
Operations Manager  
2005 - 2008 (3 years)

- Managed marketing, training underwriters and loan officers, file flow, accounts payable, and branch financial reporting for three regional bank branches.
- Developed relationships with key regional and corporate colleagues to facilitate smoother branch operations, a more balanced workload, improved team cohesion, and made the Spokane branch the regional knowledge hub.
- Assisted regional management in creating sales campaigns, setting sales goals, supporting and motivating sales teams, and implementing business development projects for three branches.

Gonzaga University  
Web developer  
2001 - 2005 (4 years)

- Designed more engaging, relevant, and resourceful website through research, interviews, photography, and new content focused on academic offerings and community outreach.
- Managed computer lab and staff, technology resources and budget, and taught workshops for faculty, staff, and students.
- Frequently invited by professors to present instructional technology training in the classroom

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## Education

Gonzaga University Graduate School of Business  
MBA, Business Administration · (2002 - 2006)

Leadership Spokane  
Class of 2016, Organizational Leadership · (2015 - 2016)

Syracuse University  
B.A., English · (1994 - 1998)

## Contact

[rhowe1970@gmail.com](mailto:rhowe1970@gmail.com)

[www.linkedin.com/in/robert-howe-mba-cia-pmp-813352121](http://www.linkedin.com/in/robert-howe-mba-cia-pmp-813352121)  
(LinkedIn)

## Top Skills

Project Management  
Business Process Improvement  
Sarbanes-Oxley Act

## Certifications

Certified Internal Auditor (CIA)  
Lean Six Sigma - Green Belt  
Project Management Professional (PMP)  
Data Science Professional Certification

# Robert Howe, MBA, CIA, PMP

Licensing Program Manager at Nokia Networks  
Spokane

## Experience

### Nokia

12 years

Program Manager, SW Asset Protection  
February 2011 - Present (10 years 7 months)  
Spokane, Washington Area

### Business/Systems Analyst

2009 - February 2011 (2 years)

### Gonzaga University School of Business Adjunct Professor

August 2016 - May 2019 (2 years 10 months)  
Spokane, Washington Area

Operations and Supply Chain Management

### Jefferson Wells

Internal Audit - Engagement Manager  
2008 - 2009 (1 year)

### Alcatel-Lucent

7 years

### Sr. Internal Auditor

2005 - 2008 (3 years)  
Plano, TX

### Manager, Supply Chain Process Improvement

May 2001 - 2005 (4 years)  
Plano, TX

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## Education

### Georgia Institute of Technology

Master of Science - MS, Data Analytics · (2019 - 2023)

Arizona State University - W. P. Carey School of Business  
Master of Business Administration (M.B.A.), Business Administration / Supply  
Chain Management · (1999 - 2001)

University of Washington - Michael G. Foster School of Business  
Bachelor of Business Administration (B.B.A.), Business Administration and  
Management, General · (1998)

## Contact

[www.linkedin.com/in/samantha-howell-b4a0a6b7](https://www.linkedin.com/in/samantha-howell-b4a0a6b7) (LinkedIn)

## Top Skills

Business Analysis  
Agile Methodologies  
Requirements Analysis

## Languages

English

## Certifications

Microsoft Office Specialist Excel Expert 2013  
Professional Scrum Product Owner  
Microsoft Office Specialist Excel 2013

# Samantha Howell

Business Analyst at Verint-Systems  
Spokane

## Summary

Experienced Business Analyst with a demonstrated history of working with conversational AI and natural language processing. Skilled in SQL Server Reporting Services (SSRS), Requirements Analysis, Agile Methodologies, and Documentation. Strong professional with a Master of Business Administration (M.B.A.) from Gonzaga University Graduate School of Business.

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## Experience

Verint-Systems  
Business Analyst  
April 2019 - Present (2 years 5 months)  
Spokane, Washington Area

### Overview:

Building relationships with clients and agile project teams to write project requirements as user stories and maintain project documentation. Identify internal processes for improvement and mentor and train new business analysts. Ensure project requirement best practices are being followed. Products focused on conversational AI with API integrations that could provide top tier customer support.

### Duties:

- Consult with appropriate stakeholders to determine and document business, functional, and technical requirements for project implementations.
- Consult with appropriate stakeholders to determine, document, and maintain appropriate Key Performance Indicators (KPIs) for project implementations.
- Create user stories, and the corresponding Business Requirements Document (BRD), to populate the product backlog.

- Maintain a positive client relationship and work closely with the Project/Product Manager to determine new project opportunities for the project roadmap.
- Primary Business Analyst on several projects at a given time.
- Identify and solve for internal process gaps and improvements.

## Gonzaga University

### Summer Sessions Manager and Academic Data Analyst

January 2016 - April 2019 (3 years 4 months)

#### Overview:

Hybrid job role that combined the roles of Summer Semester Administrator and Academic Data Analyst. Summer Administration included oversight of the summer semester including budget, enrollment, creating employment contracts, and oversight of the campus marketing campaign. Academic Data Analyst included creating custom reports and dashboards using SQL and Power BI to provide insights on enrollments and fiscal solvency in graduate programs.

#### Duties:

- Development and administration of summer semester including employment contract creation, managing a multi-million dollar budget, and overseeing the campus marketing campaign
- Development and extraction of academic data and reports for the academic leadership (mainly Associate Academic Vice President and Deans) through tools such as the data warehouse, the ERP system (Banner), SSRS, Excel, and PowerBI
- Development and implementation of academic program costing and financial analysis, including break-even thresholds, and contribution margins based on program-type.

## Next IT

### Business Analyst

December 2013 - December 2015 (2 years 1 month)

#### Overview:

Primary Business Analyst on several projects at a given time. Work closely with clients and the agile project teams to document project requirements as user stories and maintain project documentation in confluence.

Duties:

- Primary Business Analyst on several cloud-based projects at a given time.
- Work with clients and project team to determine and document business requirements.
- Document requirements as user stories and work with the Project/Product Manager to determine new project opportunities for current clients.
- Analyze user data to determine in-scope improvements in an agile environment.

## Washington Trust Bank

Teller

March 2013 - December 2013 (10 months)

## Best Buy

Front End Lead

October 2008 - March 2013 (4 years 6 months)

Duties:

- Department senior over cashiers and customer service.
- Subject matter expert in the business processes for the ordering system and POS system.
- Responsible for all cash on site and preparing nightly deposit in excess of \$500,000.
- Appointed Manager On Duty for customer services issues.

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## Education

Gonzaga University Graduate School of Business  
Master of Business Administration (M.B.A.) · (2017 - 2019)

Whitworth University  
Bachelor's Degree, Mathematics · (2009 - 2013)

## Contact

gena.hoxha2@gmail.com

www.linkedin.com/in/gena-hoxha-mba-26134866 (LinkedIn)

## Top Skills

Project Management  
Quantitative Research  
International Marketing

## Languages

Spanish (Professional Working)  
English (Native or Bilingual)  
Albanian (Native or Bilingual)

## Honors-Awards

Academic Excellence  
Alpha Sigma Nu Board Member  
Beta Gamma Sigma Member  
Third Place in International  
Marketing Case Study International  
Competition  
First Place in International Marketing  
Case Study State Competition

# Gena Hoxha, MBA

Clinical Experience Coordinator at Gonzaga University School of Nursing and Human Physiology  
Spokane

## Summary

Motivated and enthusiastic professional with experience in the higher education field, including student recruitment and retention. As a creative and versatile individual, I easily adapt to various job demands and environments. I have demonstrated excellent organizational and leadership skills, along with a strong work ethic, in every project I have undertaken. I believe in consistent professional and personal development to continually increase my competency as a professional, therefore, I am eager to learn and grow. As a lifelong Zag, I strive to give back to the community in every capacity that I have the opportunity to, whether in the classroom, on campus, virtually, and beyond.

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## Experience

Gonzaga University School of Nursing and Human Physiology  
Clinical Experience Coordinator  
June 2018 - Present (3 years 3 months)  
Spokane, Washington Area

- Coordinate graduate student clinical practicum experiences from inception to completion
- Track clinical sites and preceptors for all nurse practitioner graduate students during practicum courses
- Maintain databases relevant to preceptor outreach, clinical placement, and faculty assignments

Gonzaga University - School of Business Administration  
5 years 1 month

Adjunct Instructor  
August 2016 - Present (5 years 1 month)  
Spokane, WA

- Instruct and lead the Business Statistics class (BUSN 230)
- Instruct and lead the Collegiate DECA: Career Development class (BUSN 290 and BUSN 489)

### Collegiate DECA Advisor

August 2016 - Present (5 years 1 month)

Spokane, Washington

- Provide training, advising, and support for undergraduate DECA participants
- Lead students in regional and national conferences and competitive events

### Gonzaga University

4 years

#### Student Services Coordinator

June 2015 - June 2018 (3 years 1 month)

Spokane, Washington

- Create and execute communication plans that aid in student retention
- Create, execute, and coordinate strategic initiatives to increase student enrollment and retention and meet departmental credit goals
- Act as a liaison between students and Gonzaga departments to coordinate and ensure student success

#### Program Specialist, Graduate Admissions

July 2014 - May 2015 (11 months)

Spokane, Washington

- Serve as the first point of contact with inquiries and applicants regarding SOE graduate programs
- Maintain timely contact with inquiries, as well as applicant contacts regarding file content, site status, and decision status
- Provide regular reports of inquiry and admissions assessment to the Dean, Associate Dean, and Department Chairs
- Assure quality control of inquiry and admissions data
- Update and distribute promotional materials

### Gonzaga University, School of Education

#### Assistant to the Dean's Office

September 2010 - August 2014 (4 years)

Spokane, WA

- Assist in drafting and formulating a strategic plan for the School of Education
- Maintain student database and confidential graduate student payroll information
- Act as an ad hoc receptionist and communicate with several entities
- Assisted in establishing NCATE reports for the accreditation of the School of Education

### Gonzaga University, Campus Productions

## Communications and Marketing Specialist

January 2012 - May 2012 (5 months)

Spokane, WA

- Maintain communication with clients and various entities
- Help enhance website and develop promotional ideas

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## Education

### Gonzaga University

Doctor of Philosophy - PhD, Leadership Studies · (2017 - 2021)

### Gonzaga University Graduate School of Business

Master of Business Administration (M.B.A.) · (2014 - 2016)

### Gonzaga University

Bachelor's Degree, Business Administration · (2010 - 2014)

## Contact

[www.linkedin.com/in/michaeljacez](https://www.linkedin.com/in/michaeljacez)  
(LinkedIn)

## Top Skills

Healthcare Information Technology  
Healthcare  
Management

## Certifications

certified personal trainer  
Certified Public Accountant

# Michael Jacezko

Managing Partner at AMJ Development, LLP  
Greater St. Louis

## Summary

Experienced Enterprise Resources Planning Manager with a demonstrated history of working in the hospital & health care industry. Skilled in ERP Implementations, SAP Implementation, Enterprise IT Strategy, Team Building, and IT Strategy. Strong information technology professional, Doctoral Student of Business Administration (DBA) focused in Business Administration, Technology, Management and Strategy from Creighton University's Heider College of Business.

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## Experience

AMJ Development, LLP  
Managing Partner  
December 2020 - Present (9 months)  
Greater St. Louis

Gonzaga University  
Adjunct Professor  
March 2021 - Present (6 months)

Centene Corporation  
Sr. Director of Project Management - Operations Excellence  
November 2019 - December 2020 (1 year 2 months)  
Greater St. Louis Area

SSM Health Care  
SAP ERP Manager  
1998 - November 2019 (21 years)

Tenet Health Systems  
Controller / Director of Finance  
1996 - 1998 (2 years)

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## Education

Creighton University's Heider College of Business

Doctor of Business Administration (DBA), Business Administration,  
Management and Strategy, Technology · (2021)

University of Missouri-Columbia

Master of Business Administration (M.B.A.) · (2014 - 2016)

University of Missouri-Saint Louis

Bachelor of Business Administration - BBA, Accounting · (1988 - 1992)

## Contact

[www.linkedin.com/in/dave-kinne-4b34887](http://www.linkedin.com/in/dave-kinne-4b34887) (LinkedIn)

## Top Skills

Lean Sigma  
Master Black Belt  
Continuous Improvement

## Languages

English

## Certifications

Lean/Sigma Black Belt  
Trained ISO13489 Auditor  
ISO 9001 Lead Auditor - Quality Certification

# Dave Kinne

Experienced Lean/Sigma Implementation  
Post Falls

## Summary

Lean/Sigma implementation specialist.

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## Experience

Gonzaga University - School of Business Administration  
Adjunct Professor  
January 2021 - Present (8 months)  
Spokane, Washington, United States

Instructing one course, "Quality Management Systems and International Standards".

David J Kinne  
Lean Six Sigma Black Belt  
April 2020 - Present (1 year 5 months)  
Post Falls, Idaho, United States

FlightSafety International  
Director Continual Improvement  
October 2008 - April 2020 (11 years 7 months)  
La Guardia, NY

Corporate responsibility for implementation of Lean/Six Sigma methods and strategies.

ETI Group USA  
Managing Partner  
March 1995 - September 2008 (13 years 7 months)  
Sr Consultant on implementation and use of Lean/Six Sigma tools and methods.

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## Education

Southern Illinois University, Edwardsville  
MBA, Business Mgt & Finance · (1980 - 1982)

Colorado Technical University

B. Sc., Biomedical Engineering · (1978 - 1980)

Prairie Bible College

BA, Biblical Missions · (1967 - 1971)

Trinity Western University

General Studies · (1967 - 1968)

## Contact

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

## Top Skills

Marketing Management  
Operations Management  
International Management

# Liesel Kittlitz

Director of Marketing and Sales at GFMI  
Spokane

## Summary

Extraordinary cross-functional executive with documented record of success. Experienced with diverse departments and reporting structures, both nationally and internationally, such as finance and accounting, operations, marketing, client services, information technology, learning management, and administration. Catalyst for positive change. Strategic thinker who inspires team members with integrity and vision. Creative problem solver. Skilled communicator.

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## Experience

Gonzaga University Graduate School of Business

Adjunct Instructor

January 2019 - Present (2 years 8 months)

Spokane, Washington Area

Global Financial Markets Institute, Inc. (GFMI)

Director of Marketing and Sales

2013 - Present (8 years)

Reports to President/CEO. Responsible for marketing strategy development, new account development, and instructor recruiting.

Selected Results

- Led strategic initiatives, including RFP development and vendor section, to rebrand the firm, redevelop the website backed by Drupal CMS, and establish social media presence.
- Developed content marketing strategy to attract, acquire, and engage new prospects and current clients.
- Grew the new client base by 35%, including five top-tier clients
- Recruited subject matter expert instructors to design, develop, and deliver learning programs to clients in the investment banking, commercial banking, regulatory, insurance, and asset management sectors.
- Led the re-engagement of lapsed clients and prospected into new areas.

Omega Performance

12 years

## SVP, Global Marketing and Operations

2007 - January 2013 (6 years)

Arlington, VA

Reported to President/CEO and served on the executive team. Led four functional areas, including Global Marketing, Operations, Learning Technology, and Client Services, in the US and Canada and ancillary staff in global offices.

### Selected Results

- Drove strategic initiatives to modernize the organization and better support clients by sponsoring, selecting, and implementing a marketing automation system, learning management system, and facilitator scheduling system. These systems enabled the organization to qualify sales-ready leads, deliver online and digital learning products, and efficiently match the right facilitator resources with client requirements.
- Developed and implemented B2B marketing strategy, including social media and online marketing to attract and nurture relationships with prospects and customers, reinforce brand, and generate revenue. Nearly 50% of all logo acquisitions were directly attributed to marketing initiatives.
- Served on global business development and account management teams. Developed, in partnership with global sales, responses to RFPs. Negotiated and ensured resulting contracts met the needs of both the business and its clients.
- Evaluated client and product profitability to align resources with high-growth opportunities. Assigned, evaluated, and coached managers and staff to meet and exceed client deliverables and expectations whilst maintaining or improving desired gross profitability margins.
- Aligned all areas of the organization to support a rapid and integrated product launch methodology in order to drive revenue and accelerate return on product investments.
- Restructured client services team to bring project management and implementation best practices to bear with multi-faceted client implementations, improving the client retention ratio and expanding client relationships.
- Transitioned global corporate headquarters, including office and technology systems and human resources, from Charlotte, NC to Arlington, VA.

## SVP, Development and Delivery

2005 - 2007 (2 years)

Charlotte, NC

Reported to President/CEO and served on the executive team. Led development of standard and custom training programs as well as the delivery of those programs through instructor-led training, virtual instructor-led training, and online systems. Managed staff plus 40 instructors in the US and Canada.

#### Selected Results

- Delivered \$8.5 million in products and services through new division, a 33% increase over the same period in 2004.
- Restructured company prior to acquisition by Informa PLC, a UK-based media conglomerate, to ensure delivery of products and services profitability, efficiently and consistently.
- Directed development and launch of company's premier sales, management, and leadership blended learning (print, online, and facilitated) curriculum for the financial services industry.
- Recruited, hired, trained, and evaluated professional consultants and facilitators with 1099 status.

#### Director of Operations

2001 - 2005 (4 years)

Charlotte, NC

Reported to President/CEO and served on the executive team. Led and managed Publications, Production, Customer Accounts, and Information Technology departments.

#### Selected Results

- Drove transition to new print and warehouse/fulfillment providers resulting in 20% reduction in direct costs. Drove transition to new order entry, purchase order, and invoicing system to increase efficiencies and for scalability and growth. Decreased DSO by 5%.
- Integrated human and intellectual capital during and after company's 2002 acquisition of FTR (Financial Training Resources), a former competitor. Recommended and executed office closing to match capacity with client demand, resulting in 30% savings in operating costs.
- Registered copyrights and trademarks for all products and models (40+) with the US Copyright Office.

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## Education

Gonzaga University Graduate School of Business

Master of Business Administration - MBA

Queens University of Charlotte

MBA Courses, Finance

James Madison University

BS, Communication

# MATT MCCOY, PMP

Spokane, WA 99203

503.550.6495

matthew.mccoy@libertymutual.com

LinkedIn

## Senior Operations Strategy & Implementation Leader

### *Project Management – Six Sigma Black Belt – Process Improvement*

Astute, creative Senior Operations Strategy & Implementation Project Leader offers 15 years' experience providing project and portfolio leadership for insurance and workforce management functions. Strategizes and leads cross-functional teams to bring about vital change in process and profitability. Applies Lean Six Sigma and PMI methodologies to successfully execute improvement projects and realize targeted benefits. Recognized by Spokane Coeur d'Alene Living Magazine "Top 20 Under 40" in November 2018.

## KEY COMPETENCIES & SKILLS

PORTFOLIO GOVERNANCE • LEADERSHIP • OPERATIONS MANAGEMENT • STRATEGIC PLANNING • COLLABORATION • COST-BENEFIT ANALYSIS • MARKET RESEARCH • PROCESS IMPROVEMENT • WEB PROJECT MANAGEMENT • MARKETING • LEAN MANAGEMENT • RECRUITING • TRAINING & DEVELOPMENT • COACHING • EMPLOYEE ENGAGEMENT • SHAREPOINT • PARTNERSHIPS • STAKEHOLDER RELATIONSHIP MANAGEMENT

## PROFESSIONAL EXPERIENCE

### LIBERTY MUTUAL INSURANCE, LIBERTY LAKE, WA

01/13 – PRESENT

**DIRECTOR - PROJECT MANAGEMENT - OPERATIONS STRATEGY & IMPLEMENTATION (OSI) (07/19 – PRESENT):** Manage team of six project managers who currently lead diverse portfolio of projects supporting Liberty Mutual Agent Distribution & Service Operations, which includes call center, vendor operations, processing, compliance, and workforce management functions.

***Built project portfolio, prioritized 72 diverse shared services requests and completed 32 projects in 2019***

- Assessed project and personnel requirements by consulting with managers and new team members
- Built governance by creating standard project intake and portfolio management processes
- Executed projects, earning 8.4/10 satisfaction ratings and positive feedback from stakeholders

**Key Competencies:** Leadership, Training & Development, Process improvement, Portfolio Management

***Achieved 100% employee engagement score and 95% manager rating in 2019 opinion survey, above company averages of 85% and 86%, respectively***

- Evaluated team member productivity and career goals and developed personal growth plans
- Revamped team huddles and organized team summit to discuss objectives and maximize productivity
- Adopted formal recognition programs and restructured individual goal-setting strategies

**Key Competencies:** Training & Development, Employee Engagement & Recognition, Coaching, Leadership

**MANAGER II - PROJECT MANAGEMENT - BUSINESS INSURANCE OPERATIONS AND SERVICES, OSI (07/15 – 06/19):** Supervised team of project leaders and business analysts supporting company agent distribution and service operations. Partnered with another OSI manager to develop 2019 Objectives for frontline project managers, directors, and senior managers. Directed project portfolio governance. Team project highlights include deployment of Work from Home in the Small Business Service Center, standardizing 70 processes between onshore and offshore underwriting support vendors, development of SBSC and vendor quality programs, and implementation of a stakeholder feedback survey.

***Designed and executed comprehensive project roadmap for Small Business Sales Center, increasing revenue to \$10.5M in 2016 and \$14M in 2017, exceeding expected targets of \$6M and \$12M respectively***

- Arranged workshop in partnership with sales leaders and partners to conduct SWOT analysis
- Facilitated prioritization exercise and assigned projects to teams
- Oversaw execution of individual projects and conducted monthly sales portfolio review calls

**Key Competencies:** Portfolio Management, Sales & Marketing, SWOT Analysis, Team Management

**PROJECT LEADER - SHARED SERVICES PRODUCT (06/14 – 07/15):** Directed strategic projects and initiatives for the Personal Insurance Claims Service Centers (PICSC) and collaborative efforts to align work across PICSC, claims partners, analytics, and Liberty Management System teams.

***Improved call center efficiency by 3% within 4 months by implementing process improvement workstream***

- Mobilized working team to identify and assess 39 problems and plan effective solutions
- Orchestrated execution of plan including communication and training for 1,000 call center representatives
- Conducted analysis to measure impact and to regulate data for seasonality

**Key Competencies:** Lean Transformation, Analysis, Process Improvement, Training & Development, Monitoring

**PROJECT LEADER - SAFECO CLAIMS NATIONAL OPERATIONS (01/13 – 06/14):** Led continuous improvement initiatives for Safeco Claims. Managed national and regional project portfolio, consulting with and coaching others in project management and problem-solving methodologies. Conducted detailed cost-benefit and root cause analyses, applying findings to process improvement and solution development. Established and maintained project management tools library. Administered project portfolio on SharePoint site.

***Accelerated employee-generated continuous improvement initiatives from 62 per year in 2012 to 900 in 2014 by revitalizing myIdeas program for over 1,800 personnel***

- Examined existing program and proposed improvements to SharePoint site and manager training program
- Redesigned SharePoint site and assembled and piloted 4-hour problem-solving training
- Recruited 10 “myIdeas Champions,” trained over 160 managers, held monthly program updates

**Key Competencies:** Analysis, SharePoint, Reporting, Training & Development, Continuous Improvement

***Increased management focus by reducing in-flight regional action plans from 120 to 40 per month***

- Scrutinized current action plans and discussed development and execution of plans with managers
- Transformed action plans through centralized progress tracking and prioritization strategy
- Obtained approval from management for new process and supported implementation of new procedures

**Key Competencies:** Constructive Feedback, Process Improvement, Strategic Thinking, Persuasion

**VOLT WORKFORCE SOLUTIONS, PORTLAND OR & SPOKANE, WA**

**09/09 – 12/12**

**MANAGER - SOLUTIONS CONSULTING, SIX SIGMA BLACK BELT (04/12 – 12/12):** Designed workforce management programs for clients and enhanced performance of Volt recruitment programs in 100 offices with Six Sigma methodology and tools. Directed process improvement projects for company and clients. Conducted market research and analysis to guide strategic decision-making processes with internal and external stakeholders. Organized strategy sessions with senior leadership to develop and deploy operational processes for recruiting teams.

***Consolidated \$7M client relationship with company by reducing client’s monthly contractor turnover from nearly 60% to less than 40% per month in 3 months***

- Conducted deep-dive analysis of workforce and presented recommendations for process improvement
- Executed on new hiring profile and required schedule changes towards flexible program
- Coordinated monthly meetings with client’s leadership team to monitor progress

**Key Competencies:** Project Management, Reframing, Business Process Improvement, Analysis

***Expedited client payment time by two days by cultivating relationship through mutual learning process***

- Attended client Six Sigma training as first team member ever from non-manufacturing service provider
- Explored Caterpillar Production System and partnered with client team on two initiatives
- Spearheaded two initiatives and presented application of Six Sigma tools in alternative services company

**Key Competencies:** Divergent thinking, Partnerships, Relationship Development, Six Sigma

## OTHER RELEVANT EXPERIENCE

<b>Volt Workforce Solutions</b> , Portland, OR & Spokane, WA	Online Strategy Manager	<b>09/09 - 04/12</b>
<b>Volt Workforce Solutions</b> , Portland, OR	Senior Marketing Associate	<b>11/07 - 09/09</b>
<b>Quiktrak Inc</b> , Beaverton, OR	Director of Business Development	<b>05/07 - 11/07</b>
<b>Quiktrak Inc</b> , Beaverton, OR	Director of Inspection Services	<b>11/05 - 04/07</b>
<b>Quiktrak Inc</b> , Beaverton, OR	Account Logistics Manager	<b>05/05 - 11/05</b>
<b>Quiktrak Inc</b> , Beaverton, OR	Technical Writer	<b>02/04 - 05/05</b>

## VOLUNTEER EXPERIENCE

<b>Project Management Institute Educational Foundation</b>	PMI EF Liaison	<b>10/18 - Present</b>
<b>Project Management Institute</b> – Inland Northwest Chapter	Past President	<b>07/18 - 06/19</b>
<b>Project Management Institute</b> – Inland Northwest Chapter	President	<b>07/16 - 06/18</b>
<b>Spokane Youth Symphony</b>	Consultant	<b>10/16 - 11/16</b>
<b>Project Management Institute</b> – Inland Northwest Chapter	VP Marketing	<b>07/14 - 06/16</b>
<b>Spokane Beard and Mustache Foundation</b>	Treasurer & Board MEMBER	<b>03/13 - 12/18</b>
<b>Oregon Center for Public Policy</b>	Board Member	<b>09/07 - 01/12</b>

## LICENSES & CERTIFICATIONS

<b>Accelerating Change Readiness and Agility</b>	UC Berkeley Executive Education
<b>Leading Operational Excellence</b>	MIT Sloan School of Management Executive Education
<b>Embedding Strategic Excellence</b>	Columbia Business School Executive Education
<b>Project Management Professional</b>	Project Management Institute
<b>Six Sigma Black Belt</b>	Volt Workforce Solutions

## EDUCATION

UNIVERSITY OF PORTLAND, PORTLAND, OR

**Master of Business Administration – Operations and Technology Management**

UNIVERSITY OF IDAHO, MOSCOW, ID

**Bachelor of Arts – Foreign Language and Literature, Business Option**

# Eric David Pemberton

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717 E. Wallace Ave. | Coeur d'Alene, ID 83814  
epemberton@zagmail.gonzaga.edu  
C: (208) 610-9746

*"Eric is a constant source of information and encouragement to LCSC students, and his work ethic is beyond compare. LCSC is extremely fortunate to be represented by such a professional, personable, intelligent and kind individual."*

Warrior Service Award, LCSC

*"Eric is an outstanding member of the LCSC team and he is respected by faculty, staff, and students. His hard work and dedication are often mentioned in conversation and writing."*

Performance Review,  
Mr. Randel Martin  
Associate Professor and  
Former Chair,  
LCSC

*"Eric's natural inclination towards helping others is apparent in his interactions with those around him, and his team spirit and positive attitude helps to create a more pleasant environment. I wholeheartedly recommend to you this sincere, responsible and genuine young man."*

Rachel Kaitz, DBA  
Associate Professor,  
LCSC

## Summary of Qualifications

- Proven leadership, problem solving, and prioritization abilities
- Exceptional interpersonal communication skills, both written and verbal
- Self-starter capable of working independently and as a team player
- Verifiable track record of consistently exceeding goals and assignments
- Professional and energetic work attitude
- Proficient in Microsoft and Macintosh Office software and operating systems: additional proficiencies in various software including statistical analysis and Excel modeling
- Proven fundraising and event coordination ability

## Education

### **M.B.A. Emphasis: Finance**

Gonzaga University, Spokane, WA August 2015

GPA 3.9

**Gonzaga Outstanding MBA Student of the Year 2014 - 2015**

### **B.S. Major: Business Administration: Minor: Marketing**

Lewis-Clark State College, Lewiston, ID 2010

GPA 3.9

**Lewis-Clark State College Provost Award Recipient**

### **B.S. Management**

Lewis-Clark State College, Lewiston, ID 2010

GPA 3.9

**Lewis-Clark State College Provost Award Recipient**

## Teaching Experience

### **Adjunct Faculty / Business and Professional Programs**

North Idaho College, Coeur d'Alene, ID 2013

Courses Taught: Office Procedures, Records Systems Management, Computer Fundamentals for Tech Programs. Responsible for all course design and execution in live, online (Blackboard) and hybrid combination formats.

### **Adjunct Faculty / Business Division**

Lewis-Clark State College, Coeur d'Alene, ID 2011 - 2012

Course Taught: Student internship course assistant instructor and facilitator

### **Guest Lecturer**

Lewis-Clark State College, Coeur d'Alene, ID 2013 - 2016

Courses Taught: Various including Consumer Behavior, Strategic Management, and Human Resource Management

*“Eric is an outstanding person - you are so fortunate to have him on your team. He is bright and kind and very committed to serving students.”*

Lori Stinson, Ph.D.  
Provost & Vice President for Academic Affairs,  
LCSC

*“Eric takes the time to listen and seek out the unspoken goals and aspirations of the students.*

*He has made an incredible difference for me in my experience at LCSC. Until I met Eric, I wasn't sure that I would continue on with this school. He changed my mind. With that in mind, he is an invaluable member of your team.”*

Warrior Service Award,  
LCSC

*“I got to know Eric when he took my MBA courses of Introduction to Real Estate Investments during the spring of 2014 and later Investments and Derivatives. Out of all of the MBA students I have taught over the past 10 years, Eric was ranked top 5% of the class in almost all aspects.”*

Danielle Xu Ph.D.  
Associate Professor of Finance, Gonzaga University

## Corporate and Other Relevant Experience

### Financial Advisor

Morgan Stanley Wealth Management, Coeur d'Alene, ID December 2015 - Current

- Financial advising of individual clients and corporations
- Investment portfolio creation
- Financial planning and analysis
- Liaison in various private equity funding and capital market transactions
- Relationship management
- Tier 1 performer

### Business Division Program Advisor

Lewis-Clark State College, Coeur d'Alene, ID July 2010 - April 2014

- Academic advising of 200 traditional transfer and non-traditional students
- Student retention and transfer specialist
- Assisted in 44% growth of the Business Division
- Fundraising event coordinator “Annual Alumni and Friends Golf Scramble”
- Business Division website design and maintenance
- Committee member for various software project implementations
- Business Student Organization Advisor
- Accounting, finance, and operations management tutoring

### General Manager

Story Woods, Careywood, ID March 2007 - June 2010

- Assisted in entrepreneurial creation of business
- Created and developed all marketing and advertising strategies
- Retail sales and promotions, customer and inventory database maintenance
- Implementation of office procedures, customer service strategies
- Controlled QuickBooks and CRM

### Operations Manager

24 Hour Fitness, Spokane, WA and Coeur d'Alene, ID July 2002 - February 2007

- Direct supervisor of 25+ employees
- Human Resources: hiring, scheduling, benefits packages, new hire orientation facilitator
- Payroll and bookkeeping
- Product and service marketing and event promotions
- Inventory and facilities management
- Customer service specialist: member maintenance and retention
- Controlled payroll, inventory, POS, and M2 customer database systems

### Outside Plant Engineer/Quality Control Manager

Alamon Telco/ GMS International, Kalispell, MT and Sandpoint, ID June 1998 - June 2002

- Fiber-optic cable system design and vertical/wind load engineering
- Quality control and audit specialist
- Project management

*“My experience with Mr. Pemberton is that he is a highly motivated and hardworking individual. He has done an excellent job in my courses, MBA studies, co-curricular activities and other undertakings, and I would expect this trend to continue. I would certainly rank Eric in the highest 1% of graduate students that I taught in the last 13 years.”*

Mirjeta Beqiri, Ph.D.  
Associate Professor of  
Operations Management,  
Gonzaga University

## **Activities, Honors, and Awards**

- MBA Student of the Year, Gonzaga University 2014 - 2015
- Selected, Gonzaga Graduate School of Business to carry 2014 - 2015 commencement banner
- Selected to represent Gonzaga University in the International Hult Prize competition
- Inductee, Beta Gamma Sigma National Business Honor Society
- Academic Scholarship Recipient, Gonzaga University
- 28 Warrior Service Awards for Outstanding Service and Dedication
- Scholarship Recipient, Lewis-Clark State College
- Lewis-Clark State College Provost Award Recipient
- President, Ambassador Honor Society Coeur d'Alene
- Secretary/Treasurer and founding member of the Business Student Organization Coeur d'Alene
- Inductee, National Society of Leadership and Success
- Inductee, Phi-Theta Kappa International Honor Society
- Consistent President's List recognition
- Active Lewis-Clark State College and Gonzaga University Alumni

## **Additional Licenses and Certifications**

### *Current:*

- Series 7 General Securities Representative
- Series 66 Investment Company and Variable Contracts Products Representative
- Life/Annuity/Variable/Health/NMLS Mortgage/Long-Term Care Insurances
- Idaho State Real Estate coursework and exam completion October, 2015

## Curriculum Vitae

Sarah Powers  
Lecturer of Mathematics  
Gonzaga University  
502 E. Boone Ave  
Herak 235  
Spokane, WA 99202  
509.216.5394  
[powerss@gonzaga.edu](mailto:powerss@gonzaga.edu)

### Education:

- 2008                    **M.S. in Mathematics**, Eastern Washington University. Thesis, "Game Theory." Advisor: Dale Garraway
- 2013                    **B.S. in Biology**, Eastern Washington University. Awarded Outstanding Senior in Biology in 2013
- 2004                    **B.A. in Interdisciplinary Studies**, Eastern Washington University. Graduated Summa Cum Laude
- 2001                    **A.A.** Spokane Falls Community College

### Employment:

- 2007-Present            Lecturer, Adjunct, Department of Mathematics, Gonzaga University
- 2013-2014              Adjunct, Department of Mathematics, North Idaho College
- 2011-2013              Lab Assistant/Field Assistant, Department of Biology, Eastern Washington University
- 2007-2008              Adjunct, Department of Mathematics, Spokane Falls Community College
- 2004-2007              Graduate Instructor, Department of Mathematics, Eastern Washington University
- Summer 2005            Volunteer English as a Second Language Instructor, Educational Services International, Budapest, Hungary
- Fall 2003                Office Manager/ESL Instructor, Family International Inc., Kyoto, Japan
- Summer 2001            Volunteer English as a Second Language Instructor, Educational Services International, Taiyuan, China
- 2001-2002              Resident Assistant, Mukogawa Fort Wright Institute

**Teaching Assignments:**

Gonzaga University:	Excursions in Mathematics (Math 103) College Algebra (Math 112), Business Mathematics (Math 114), Elementary Statistics (Math 121), Pre-Calculus (Math 147) & Survey of Calculus (Math 148)
North Idaho College:	Elementary Algebra (Math 025) & Intermediate Algebra (Math 108)
Spokane Falls Community College:	Basic Algebra (Math 91)
Eastern Washington University:	Intermediate Algebra (Math 104), Pre-Calculus I (Math 105), Pre-Calculus II (Math 106) & Algebra Concepts (Math 196)

**Publications:**

Dossey, M.M., Bushman, R.A., Keller, M.K., Powers, S.J., Baer, C.F., and Joyner-Matos, J. Large average effect sizes and low estimated mutation rate in *Caenorhabditis elegans* mutation accumulation lines that experience oxidative stress. In preparation for *Genetics*.

## Contact

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

(LinkedIn)

[www.kn-solutions.com/](http://www.kn-solutions.com/) (Company)

[leadfromtheheart.net/](http://leadfromtheheart.net/) (Blog)

## Top Skills

Data Warehousing

Energy Conservation

Internet Services

## Certifications

Project Management Professional  
(PMP)

# William Ramshaw, PMP

Principal

Nine Mile Falls

## Summary

Experienced successful technology & project leader. Possess over 10 years of global leadership, operations and project management master-level expertise. Hands-on practical management style. Experienced relationship manager. Successfully led offshore relationships. Extensive people and coaching skills. Gifted. Travel acceptable. Possess an MBA, and an advanced technical master's degree. Hold a Project Management Professional (PMP) Certification. Adjunct college professor.

Specialties: Innovative leader. Experienced manager. Specific experience in banking, financial services, energy conservation, utilities and government projects. Recent experience in software development, ISP, OSP, Data Warehousing, DB2, Oracle, and SQL technology projects.

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## Experience

Kn Solutions, LLC

Senior Project Manager

May 2009 - Present (12 years 4 months)

Founded in 2000, Kn Solutions specializes in providing project leadership & professional project management services to a wide variety of clients.

Gonzaga University

Adjunct Business Professor

August 2012 - Present (9 years 1 month)

Adjunct Faculty at Gonzaga's School of Business. Provide undergraduate courses in Operations Management.

Whitworth University

Adjunct Business Professor

August 2004 - September 2018 (14 years 2 months)

Adjunct Faculty in both Whitworth University's School of Global Commerce & Management, and Whitworth in the Evening. Provide undergraduate and graduate MBA instruction in Operations Management and Project Management.

#### Eastern Washington University

Adjunct Business & Technology Professor

April 2009 - June 2015 (6 years 3 months)

Adjunct Faculty in Eastern Washington University's College of Business & Public Administration. Provide undergraduate instruction in Operations Management and Computer Science.

#### Kauffman & Associates

Manager, Technology & Operations

May 2008 - April 2009 (1 year)

Provide technology leadership & vision for a growing government contractor that specializes in public health, research, evaluation, training, technology solutions, and strategic communications. Kauffman has been named the 27th fastest-growing inner city business in the United States by the Initiative for a Competitive Inner City and Inc. Magazine. Specifically, responsible for managing Kauffman's IT infrastructure, software applications, website development, & graphic design in support of multiple client engagements and events.

#### Getronics

Client Engagement Manager

December 2003 - May 2008 (4 years 6 months)

Responsible for the global client and software support of Getronics' enterprise Globalfs and Mosaic banking software application suites. Lead a team of experienced software engineers and analysts.

#### General Dynamics

Senior Project Manager

May 2003 - December 2003 (8 months)

As part of the Navy Marine Corps Intranet (NMCI) Project led a large scale Information Technology (IT) infrastructure construction project for General Dynamics. Duties included managing P&L, responding to intense project audits and managing a complex network of vendors and subcontractors.

#### PacifiCorp

## Senior Project Manager

March 2002 - April 2003 (1 year 2 months)

Managed a complex \$3.5 million Enterprise Data Warehouse (EDW) Project. Analyzed and converted nearly 2 terabytes of data from the client's IBM OS/390 mainframe DB2 Customer Service System and the SAP Financial & Human Resources source systems into the warehouse. Project team consisted of over 30 data warehouse professionals with skills in IBM DB2, Oracle, AIX, Informatica Extract Transform & Load (ETL), Cognos Business Intelligence (BI), and Business Objects (BO) reporting tools.

## Farm Credit Services

### Project Manager

July 2000 - October 2001 (1 year 4 months)

Managed over \$1.5 million of Information Technology (IT) projects for Farm Credit Services (FCS) Northwest, a \$3.4 billion 5-state regional bank. Up to 11 projects under management simultaneously.

## Booz-Allen & Hamilton

### Senior Consultant

September 1998 - June 1999 (10 months)

Led a #top# consulting management team. Managed client budgets, schedules, and contract negotiations. Projects included complex systems engineering and software development, installation and integration efforts.

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## Education

### Project Management Institute

PMP, Project Management · (December 2001 - December 2001)

### San Diego State University

MBA, Business Administration · (August 1996 - December 1998)

### University of San Diego

Certificate, Law · (March 1995 - March 1996)

### Naval Postgraduate School

MS, Computers & Communications · (July 1989 - March 1991)

## Contact

alida.tei@gmail.com

[www.linkedin.com/in/alida-tei-7a72b0](http://www.linkedin.com/in/alida-tei-7a72b0) (LinkedIn)

## Top Skills

Business Development

Strategy

Mergers & Acquisitions

## Languages

English (Native or Bilingual)

German (Professional Working)

Italian (Native or Bilingual)

# Alida Tei

Open to new opportunities. Extensive experience in business/financial analysis in both for-profit and non-profit.

Spokane

## Summary

Citizenships: U.S.A., Italy

- Over fifteen years hands-on and managerial experience in healthcare and medical research business/financial analysis, grant/contract development, and accounting in the US and abroad. Proficient in financial analysis consistent with Federal, State Law, Generally Accepted Accounting Principles, and federal grant accounting. Expert in related reporting, planning, budgeting, forecasting, cost estimating, auditing, and ensuring compliance with policies and procedures.
- Excellent problem solving, technological, and analytical skills coupled with communication, both written and oral, relationship building, and leadership skills.
- Graduate degrees in both business and engineering from prestigious universities.

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## Experience

### Providence Health & Services

Financial Analyst - Medical Research

August 2018 - October 2020 (2 years 3 months)

Spokane, Washington Area

Hired by large hospital to support Medical Research with financial analysis and strategic planning, including cost benefit analysis of future efforts.

### Park University

Adjunct Faculty

March 2017 - May 2017 (3 months)

Fairchild AFB, Washington Area

Hired by School of Information and Computer Science program to teach a class in Applied Computer Technology for Business.

### Whitworth University

## Adjunct Faculty

January 2017 - May 2017 (5 months)

Spokane, Washington Area

Hired by School of Business to teach a semester-long class in Macroeconomics.

## Gonzaga University

Adjunct Faculty

August 2016 - December 2016 (5 months)

Spokane, Washington

Hired by School of Business Administration to teach a semester-long class in Operations Management.

## General Dynamics Information Technology

Finance Manager, US Army Medical Research and Materiel Command

October 2010 - June 2015 (4 years 9 months)

Frederick, MD

Hired by General Dynamics to lead creation of newly mandated economic analysis, put together to facilitate funding decision ultimately made by the Pentagon, for new medical Research and Development programs (at US Army Medical Research and Materiel Command.)

- Supported the Integrated Product Teams at the Army headquarter for biomedical sciences research and development, with production of economic analyses documents required for decision-making purposes.
- Led effort to produce documentation such as Cost-Benefit / Business Case Analyses, Market Research, other business-related documents. Created more than 50 Cost-Benefit Analyses that were approved by the Department Of Defense.
- Provided advice to senior leaders and contributed to continuous process improvement efforts.
- Led development of documents meant to justify necessary funds, reaching up to \$1 billion in lifecycle cost.
- Examined the feasibility and value of programs and prepared plans of action. Programs focused on fields including mental health (traumatic brain injury and post-traumatic stress disorder), medical devices, pain management, blood products, drugs, vaccines, non-profit organizations, devices for veterinarian use.
- Created and delivered business-related training taught at several US Military bases.

## The Winkenwerder Company

### Senior Consultant

January 2010 - September 2010 (9 months)

Alexandria, VA

Hired by former head of Health Affairs to help with financial analysis consulting.

- Provided strategy consulting services and supported business development activities.
- Led strategic / business planning sessions with insight on federal health policies and US health reform. Clients included medical device companies, government contractors, universities, non-profit organizations.

## Catalysis Capital Partners

### Senior Associate

September 2006 - June 2009 (2 years 10 months)

Hired by boutique investment bank to help early-stage life science companies grow in the US and Europe.

- Provided investment banking/financial advisory services to worldwide companies and funds focused on biotechnology, pharmaceuticals, medical devices sectors.
- Concluded acquisition of a Swedish point-of-care diagnostic company by Johnson & Johnson's.
- Finalized private placement (worth approx US\$17 millions) in collaboration with private-equity consortium including Investor Growth Capital, Innovations Kapital and Johnson & Johnson Development Corp.

## Goldman Sachs

### Associate - Investment Banking

January 2006 - July 2006 (7 months)

Internship focused on strategic mergers / acquisitions and private / public financing opportunities for Italian clients across a range of industries.

## Barclays Capital

### Associate – Fixed Income Sales

July 2005 - August 2005 (2 months)

Internship focused on sales of fixed income and credit derivative products.

## Mercury Systems

### Systems Application Engineer

June 1999 - November 2004 (5 years 6 months)

France / Chelmsford, MA

Hired by defense contractor, developer and manufacturer of high-performance imaging systems to design, build and customize medical image processing solutions. (Time span includes time taken off to obtain Master's at MIT.)

- As a member of the Medical Business Group, interacted closely with sales team to manage client relationships, assisted business development team targeting new customers and new markets.
- Led a team that ensured closure of \$3 million deal with X-ray manufacturer.
- Initial internship consisted of configuring hardware/software systems for testing and benchmarking of image processing solutions. Subsequently relationship with Mercury resulted into full-time employment.

Hologic, Inc.

Intern - Engineering

January 1999 - April 1999 (4 months)

Bedford, MA

Tested and finalized development of x-ray and ultrasound equipment for assessment of bone density.

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## Education

INSEAD

MBA, Business Administration and Management, General · (2005 - 2005)

Massachusetts Institute of Technology

Master of Science Degree, Electrical Engineering (with Biomedical concentration) · (2000 - 2002)

Worcester Polytechnic Institute

Bachelor of Science Degree, Biomedical Engineering · (1996 - 2000)

Institut Montana

High school diploma, Liceo Scientifico · (1996)

## Contact

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

## Top Skills

Experience with NX, Catia, Pro/ENGINEER, and Inventor CAD systems

Exposure to MATLAB, LabVIEW, ANSYS, C++, and HTML

Proficiency certification in Microsoft Excel, Word, and PowerPoint

## Languages

English (Native or Bilingual)

Albanian (Limited Working)

# Daniel Turley

Mechanical Engineer at Wagstaff Incorporated  
Spokane

## Experience

### Wagstaff Incorporated

Mechanical Engineer

June 2014 - Present (7 years 3 months)

Spokane Valley, Washington

- Design casting equipment for the aluminum industry
- Support customers in installing and implementing equipment

### Brigham Young University - Idaho

Online Adjunct Instructor

April 2019 - Present (2 years 5 months)

Rexburg, Idaho

- CIT 110 Introduction to Excel

### Gonzaga University Graduate School of Business

Adjunct Instructor

January 2018 - Present (3 years 8 months)

Spokane, Washington Area

- MACC 601 Advanced Excel
- MTAX 601 Advanced Excel
- BUSN 230 Business Statistics

### Novelis

Research Mechanical Engineer

May 2013 - June 2014 (1 year 2 months)

- Researched new innovations for the aluminum casting process
- Cast aluminum alloy ingots and billets

### Moog Inc.

Mechanical Engineering Co-Op

April 2012 - May 2013 (1 year 2 months)

- Designed systems and components for the aircraft group
- Assisted in each stage of the engineering design process

### All Season Retail Services, LLC

### Office Manager

March 2010 - April 2012 (2 years 2 months)

- Managed various subcontracting projects
- Processed invoices and organize financial records

### Brigham Young University

#### Office Specialist

August 2007 - June 2008 (11 months)

- Completed projects for faculty and staff
- Acted as primary receptionist

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## Education

### Gonzaga University Graduate School of Business

Master of Business Administration (MBA), Finance

Concentration · (2016 - 2018)

### Brigham Young University

Bachelor of Science (BSc), Mechanical Engineering · (2007 - 2013)

### West Jordan High School

High School Diploma, Mathematics · (2003 - 2007)