

**SUMMARY OF QUALIFICATIONS**

Offers over 20 years of experience in all aspects of supervising administrative operations including the implementation of new business strategies for business environments, and the management of post secondary educational institutions. Possesses knowledge in client and employee relations, recruitment and accreditation processes. Experienced in the development of sales, the planning of company growth based on revenue projections and the development of policies and procedures for business practices in business and school environments. Areas of expertise include:

Total Quality Management  
Process Improvement  
Interviewing/Recruiting

Human Resources  
Sales  
Client Relations

Training/Development  
Start-Up Operations  
Operations Management

**PROFESSIONAL ACHIEVEMENTS**

- Successfully managed and coordinated monthly and quarterly starts for post secondary educational institutions
- Successfully managed and implemented sales practices and policies for a 7 million dollar company
- Successfully recruited staff for management, sales, engineering, operations and recruitment
- Coordinated a strategic account division
- Developed and implemented a workflow process from the sales cycle through project completion
- Participated in peer-to-peer accreditation reviews
- Successfully met market plan expectations

**PROFESSIONAL TRAINING ATTENDED**

Participated as a Member of TEC International (a Key Executive Group) while employed as a Regional Manager for InterTECH Security. Attended multiple ACCET Conferences over the past 20 years and attended financial aid seminars for a better understanding of the financial aid advancements.

**PROFESSIONAL TRAINING PARTICIPATION**

Assisted with the Team Evaluator Workshop at the 2010 ACCET Conference, and participated in a recent series of Webinars dealing with new financial aid regulations.

**CAREER PROGRESSION**

**DCI CAREER INSTITUTE** \_\_\_\_\_ 10/07 to present  
*Executive Director*

**KAPLAN CAREER INSTITUTE** \_\_\_\_\_ 5/07 to 10/07  
*Director of Admissions*

Responsible for managing the Admissions Department of the school which consisted of delivering successful starts for the school on a monthly basis. I successfully managed a daily process by working closely with the financial aid department, the faculty and the management team to deliver successful outcomes for the students through graduation.

**ITT TECHNICAL INSTITUTE** \_\_\_\_\_ 4/06 to 4/07

*Director of Recruitment (promoted January 2007)*

Responsible for managing the Marketing Department of the school which consists of delivering successful starts for the school 4 times per year. Hired and managed the recruitment team and coached and trained the team to success.

*Manager of Recruitment*

Trained and coached the marketing team members to deliver successful recruiting techniques to meet and exceed market plan goals, worked with the high school program to increase high school recruitment at the Pittsburgh School by developing strong relations with high school administrators and high school students. I worked with the Director of Recruitment to manage the day-to-day operations of the Marketing Department.

**PENN COMMERCIAL BUSINESS AND TECHNICAL SCHOOL** \_\_\_\_\_ 8/05 to 4/06

*Director of Admissions*

Managed and recruited all admissions staff and personnel within the department. Established quarterly enrollment goals and successfully started students. Implemented and managed enrollment for non-traditional and traditional enrollment, and led the admissions team to their first enrollment goal in over three years.

**INTERTECH SECURITY, LLC** \_\_\_\_\_ 10/02 to 8/05

*Midwest Regional Manager*

Managed and implemented all regional processes for the Pittsburgh and Morgantown areas including the supervision of the sales department, the engineering department, and the operations department. Researched and implemented all new company policies and procedures for employee development and company standards. Recruited, hired, and established orientation processes for all new employees for the Midwest Region, and developed in-house seminars for employee orientation and skills assessment. Coordinated and led management meetings between the Executive Team and the staff, participated in company cost reduction plans and prepared weekly dashboards to manage the overall profitability of the region.

**DCI CAREER INSTITUTE** \_\_\_\_\_ 6/85 to 10/02

*School Director /Owner*

Managed and implemented the operations process for the technical and computer applications personnel of the school. Managed the accreditation process and successfully earned maximum timelines for several consecutive terms. Participated in executive-level strategic planning meetings for the growth of the school, and coordinated corporate training sessions with local businesses. Responsible for the recruiting and hiring of all staff, and designed and facilitated the career programs and courses for the professional development of the staff.

*Placement Director*

Presented career counseling for adults through employment classes, including an extensive 30-hour professional development course designed to initiate strong interviewing skills. Consistently maintained placement statistics of 85% and higher, for the placement of students in career related fields of study.

*Financial Aid Director*

Managed and facilitated all financial aid responsibilities for the school for over 9 years. Successfully met annual audit and compliance expectations at all levels, and served on the accreditation team reviewing peer financial aid processes and procedures.