

Highly responsible and caring manager, instructor, facilitator, and coach trusted by senior professionals to build new programs, optimize existing programs, provide instruction for critical content, and coach participants to success. Sharp mentoring and facilitation acumen and a self-driven worker with a robust background and multiple certifications to augment inherent knowledge and skills.

Areas of Expertise

Over 15 years with:

- Academic management
- Instructing adults
- Content and program development
- Change champion/management
- Robust organizational project management
- Life-long learner who seeks to further skills and knowledge
- Life-long entrepreneur
- Masters in Higher Education Administration
- Doctorate in Chiropractic Healthcare
- Multiple instructional certifications
- Empathic relationship builder
- Considerate planner with a bias for action
- Promotor and facilitator of diversity, equity, inclusion, and justice in all human interactions
- Genuine, persuasive teaching style
- Compelling technical writing skills
- Sincere stewardship of student success and progress
- Positive, cheerful individual who “looks forward, not back” when resolving problems and issues
- Highly efficient with extreme attention to detail
- Philosophy of service to all

Signature Projects and Achievements

- **Analysis, design, development, implementation, evaluation, and revision of corporate-wide DEI program.** This new program began in 2018 with senior leadership (C-level managers) as participants and continues as a mandatory course with employees at all levels.
- **Independent, innovative analysis of existing programs for modernization and online implementation.** Most programs at RTD were five or more years in place without revision or analysis. Took the initiative to analyze, assess, and redesign these courses for modern classroom methodologies, then later for online facilitation through a Learning Management System (LMS).
- **Experienced department and organization leader with the ability to minimize expenses and maximize profits and resource allocations and improve organization-wide metrics.** Over 15 years of experience with solid results: On average, exceeded projected EBITDA budgets by 121%; improved customer retention and satisfaction by 15%; improved placement rates through career services by 15-60%; and more.

Professional Experience

PART-TIME VIRTUAL ASSISTANT

KGG PROPERTY VENTURES, Chicago, IL - Nov 2022 - Present

The virtual assistant position (10-15 hours per week) manages document organization, storage, research, and more for the Broker. These documents include mortgage deeds, promissory notes and guarantee's, lease agreements, purchase agreements, lending documents, property inventories, and more. The position requires:

- ❖ Moderate to extensive knowledge of real estate sales and --purchase contracts, deeds, and mortgages
- ❖ Intermediate level skill with MS Office applications, QuickBooks, Canva, and Realeflow, and others
- ❖ Extreme attention to detail and a sense of urgency parallel to the real property project
- ❖ Extreme organization skills with deep experience creating and following processes and systems
- ❖ Experience working with attorneys, contractors, accountants, and other professionals
- ❖ Document management and storage

PART-TIME HYBRID INSTRUCTOR**ARAPAHOE COMMUNITY COLLEGE - Apr 2022 - Contract End Aug 2022 and Apr 2023 – Contract End Aug 2023**

Teach in the CO Health Careers Academy during the summer of 2022. Under the supervision of the Program Manager, the instructor will:

- ❖ Prepare materials, teach, and keep attendance for the classes.
- ❖ Provide mid-term and final progress reports.
- ❖ Communicate with students regarding their attendance/enrollment in the program.
- ❖ Demonstrate patience and respect while also specifying expectations for acceptable work.
- ❖ Maintain diversity and inclusionary decorum in the classroom.

PART-TIME TEMPORARY ADMINISTRATIVE SUPPORT CONTRACTOR**CO ENTERPRISE FUND - FEB 2022 - Contract End Aug 2022**

CO Enterprise Fund (CEF), a community Developmental Financial Institution, provides grants, loans, and business coaching to small and minority owned businesses. The part-time, temporary administrative support contractor assists CEF in administrative duties by:

- ❖ Ensuring information is entered correctly by the recipients into software systems; contact recipient to correct.
- ❖ Store and manage documents based on document retention standards.
- ❖ Be nimble to work on a variety of projects with different teams based on priorities.
- ❖ Communicate effectively with CEF team members and customers to ensure shared understanding by all.

EDUCATIONAL LEADER, TRAINING AND ORGANIZATIONAL DEVELOPMENT DEPARTMENT**Regional Transportation District (RTD) – Denver, CO - Apr 2012 – RIF Mar 2021**

Design and implement strategic courses and programs by working in partnership with management and course/program facilitation and presentation. This included (a limited list):

- ❖ Instructed/facilitated variety of courses/programs while utilizing ancillary resources to augment instruction.
- ❖ Designed/implemented DEI program for Senior Executives (redesigned this program for entry-level employees).
- ❖ Ensured all training programs have a measurable positive impact on workforce performance and retention.
- ❖ Designed and organized training program offerings that meet specific needs based on gap analysis results.
- ❖ Ongoing, daily customer service and relationship building.
- ❖ Lead Change Manager of Training for new software implementation 2012 and 2020.
- ❖ Extensive assistance to customers at all levels to mentor and coach their promotional activities.
- ❖ Member of team to design and prepare technology for implementation of new software organization wide.
- ❖ Primary technical writer of curricula for the department.
- ❖ Primary course and resource scheduler for the department.
- ❖ Primary for evaluation of textbooks and other instructional materials and aids.
- ❖ Awarded Employee of the Year for service and commitment to departmental goals.

DEAN OF ACADEMIC AFFAIRS**Intellitec Medical Institute, Colorado Springs, CO - Jul 2010 – RIF Nov 2011**

This position is responsible for the operational oversight of the 48+ person academic department for this proprietary, post-secondary institution. This includes but is not limited to:

- ❖ Development and management of departmental budget.
- ❖ Member of Executive Board for campus wide decision-making.
- ❖ Compliance officer including completion of annual reporting documents (IPEDS, AIR, IEPs, etc).
- ❖ Single-handedly completed the annual SER report which included >750 exhibits.
- ❖ Curriculum development and approval manager.
- ❖ Transfer and Portability of Credit officer.
- ❖ Teaching of allied health and management courses; oversight of classroom objectives/methodologies.
- ❖ Oversight of academic and attendance record accuracy, compliance auditing of same.

- ❖ Recruitment, selection, training, evaluation, and supervision of all faculty and department staff.
- ❖ Collaboration/cooperation with internal partners and external constituencies.
- ❖ Development of programs and curriculum for in-person and online delivery.
- ❖ Oversight of classroom objectives/methodologies to meet planned outcomes measurements.
- ❖ Departmental statistical reports (annual, quarterly, monthly, weekly) for operational partners.
- ❖ Retention officer; improved retention from 75% to averaging 90% per term in 4 months.
- ❖ Extensive team building and management, including professional development oversight.

ADJUNCT INSTRUCTOR, ONLINE - University of Phoenix, Lone Tree, CO

Part-time Aug 2006 – Dec 2009; Full-time Jan-Jul 2010; Part-time Jul 2010 - RIF Sep 2017

Online adjunct teacher for courses in the Healthcare Administration program, which included:

- ❖ Taught courses as assigned by Dean and assisted in the planning, development, and maintenance of the content.
- ❖ Incorporated a variety of resources (instructional technology, guest speakers, current articles, literature, etc.).
- ❖ Worked with the Dean to resolve student concerns and/or obstacles to graduation.
- ❖ Graded tests and other assignments in required timeframe; submitted grades/attendance on time.
- ❖ Maintained awareness of the school catalog, faculty handbook, procedures, and met expectations therein.
- ❖ Performed start and end-of-term procedures including preparing the course for the next term.
- ❖ Provided annual documentation of continuing professional growth.
- ❖ Attended scheduled company meetings, in-service workshops, Advisory Board activities, and faculty meetings and incorporated learned concepts from those and annual feedback reports into classroom instruction.

CAMPUS PRESIDENT - Denver Academy of Court Reporting, Westminster, CO - Mar 2008 – Dec 2009

Contracted to turn-around this troubled post-secondary institution. Director is responsible for the daily operational and P&L management of the college. Left when contract was completed successfully. Since the campus had not met its revenue objectives in over five years, this position included the following unique responsibilities:

- ❖ Trained faculty in new technological systems and web-based course instruction.
- ❖ Ameliorated issues with existing LAN and WAN technology.
- ❖ Ameliorated significant issues with student success, completion, and retention.
- ❖ Developed and executed a new admissions system; hired and trained new admissions staff.
- ❖ Ameliorated denial of re-accreditation.
- ❖ Ameliorated existing staff and faculty performance and morale issues.
- ❖ Re-established Advisory Board and developed relationships with the field.
- ❖ Re-designed current program for online delivery and obtained accreditation approval for same.

All goals were accomplished with the following specific results:

- ❖ Budget/P&L: Reduced expenses by 14% and attained profitability after 6.5 years of loss.
- ❖ Academics: Increased educational success rate by 200%.
- ❖ Decreased attrition from 25% to quarterly average of 10% within nine months.
- ❖ Admissions: Improved quarterly enrollment by 150%.
- ❖ Financial Aid/R2T4:
 - Consistently achieved 80/20 on 90/10 goal.
 - Consistently achieved 4.3% default rate.
 - Consistently achieved goal of 3-5% receivables by term-end.
- ❖ Placement/Completion:
 - No Placement department - developed a successful shadowing and placement program through new Advisory Board; Increased completion rate by 400%.

TRAINER / TEACHER - Biz-Ed Solutions, LLC, Senior Principle and Owner, Denver, CO - Aug 2006 – Mar 2008

Contracted to work with multiple private businesses and colleges to hire and train management staff and consult with executive personnel on budgeting, marketing, retention, program development, program revision for online delivery, technology and methodology training of faculty, and regulatory compliance resolution.

DIRECTOR, ACADEMIC DEPARTMENT - Corinthian Colleges, Inc d/b/a Parks College, Aurora, CO - Oct 2003 – Aug 2006

This position was responsible for the operational management of the 40+ person academic department for this proprietary, post-secondary institution. This position was typical in duties, including management of faculty, student success and satisfaction, retention, education quality, library, reporting, compliance, and more. Specific results and/or special assignments were:

- ❖ Development and oversight of SOX record-keeping and processes.
- ❖ Development of two new allied health programs; approval of same; recruitment, selection, and training of program chair and faculty for same.
- ❖ Development of existing on-ground programs for online approval and delivery including course-site and course tools development (whiteboard, assignments link, etc.).
- ❖ Development and management of departmental budget.
- ❖ Improved retention to a persistent 85% and Customer Satisfaction rate of 85%, and thereby attained President's Award, one of only four in nation awarded for the highest performing academic depart.

EXECUTIVE DIRECTOR - Indiana Business College, Evansville, IN - Feb 2001 – Dec 2002

Same as for Denver Academy of Court Reporting above. Specific results and special achievements were:

- ❖ Budget/P&L:
 - Reduced overall expenses by 12%.
 - Negotiated new contracts with vendors that improved profitability by 5%.
 - 2002 year (June 2002) ended 138% above \$2 million EBITDA plan.
- ❖ Admissions:
 - Trained as a writing admissions representative.
 - Acted as admissions director for six months in 2002.
 - Achieved 105% of start budget for 2001; Achieved 112% of start budget for 2002.
- ❖ Academics:
 - Acted as Academic Dean for six-month period in 2001.
 - Achieved and maintained all retention goals.
 - Improved Student Satisfaction Survey results by 48%.
- ❖ Financial Aid/R2T4:
 - Achieved 80/20 on 90/10 goal.
 - Reduced Bad Debt 21% and consistently achieved goal of 5% receivables by term-end.
- ❖ Placement/Completion:
 - Consistently achieved rate of 88 – 90% placement.

DEAN, ACADEMIC DEPARTMENT - ITT Technical Institute, Earth City (St. Louis), MO - Feb 1996 – Mar 2001

Same as for Corinthian Colleges above. Specific results and/or special assignments were:

- ❖ Development and implementation of new LAN and WAN systems.
- ❖ Initial integration of technology into the classrooms.
- ❖ Training of faculty on new technology systems.
- ❖ Participation in the creation and development of a new state private career schools board.
- ❖ Development of new articulation agreements with local high schools.
- ❖ Achieved and maintained 85-88% retention and earned Highest Retention awards in district 75% of terms.
- ❖ Achieved zero-finding audits by ACCSCT, ACICS, State, and internal accreditation audits.

EXECUTIVE DIRECTOR - Abbott Ambulance d/b/a IHM Health Studies (Non-Profit), St. Louis, MO - Jan 1994 – Jan 1996

Same as for Indiana Business College and Denver Academy above. Specific results and/or special assignments:

- ❖ Budget/P&L:
 - Achieved 105% of EBITDA goal for 1995 year.
 - Reduced overall expenses by 15% during 1995 and 1996.
 - Increased funding resources through grant applications.

- ❖ Admissions:
 - Developed a new applicant interview panel for paramedic program which increased the quality and quantity of applicants for this program by 23%.
- ❖ Academics:
 - Consistently maintained 88-89% retention.
 - Improved educational quality for EMT program through faculty training and development.
 - Designed, developed, approved, and implemented a medical paraprofessional program.
 - Added Advisory Board for all programs and developed articulation agreements with local colleges.
- ❖ Placement/Completion:
 - Maintained all placement/completion goals.
 - Developed a new placement program for paramedic program through local firehouses.

EXECUTIVE DIRECTOR - Palmer University, College of Allied Health, Davenport, IA - Mar 1992 – Nov 1994

Same as for Abbott Ambulance above. This position also included faculty appointment as Professor. Position included management of education department and admissions. Specific results and/or special assignments were:

- ❖ Budget:
 - Achieved 122% of budget plan for the 1992 year.
 - Achieved 136% of budget plan for the 1993 year.
- ❖ Academics:
 - Developed faculty oversight and training program that improved educational quality and student satisfaction.
 - Developed regular faculty meetings that resulted in greater collaboration between faculty for courses with over-lapping content.
- ❖ Placement/Completion:
 - Developed internship program that improved placement by 29%.
- ❖ All R2T4 and Admissions functions were handled by the University but developed a special marketing program that increased enrollment by 12%.

Heath Care Management & Services Experience**❖ DOCTOR OF CHIROPRACTIC / OPERATIONS MANAGER - 1988 - 1992****Falzone Chiropractic Center, Jefferson City, MO**

Owned and operated a sole proprietor ambulatory health care facility in Jefferson City, MO. Responsible for all aspects of business operations, including implementation and achievement of the business plan and operating budget; plant design and oversight of construction; selection, hiring, and management of a staff of five (5); and oversight of all health care protocols. NOTE: Taught part-time for the local Community College during this period.

❖ MEDICAL AMBULATORY CARE CENTER DEVELOPMENT, USA - 1980 – 1992

Contracted with multiple clinics, colleges, and associations across the country to design custom courses, training programs, business plans, business operation plans, or more based on their needs.

❖ VARIOUS MEDICAL AMBULATORY CARE CENTER MANAGEMENT, Missouri – 1973-1985

Responsible for the daily management of two single-doctor, ambulatory, health care offices. Duties included physical plant design, business startup, customer service, budget creation and P&L management, bookkeeping, marketing and promotion, insurance processing, AR & AP, & more. Also contracted with multiple clinics, colleges, and associations across the country to design custom courses, training programs, office business plans, or more based on their needs. Marketed and presented these same courses nationwide, and taught courses as adjunct faculty for the local community college.

❖ **VARIOUS HOSPITALS AND SKILLED NURSING FACILITIES NURSING CARE, Missouri – 1972-1985**

Held nursing and medical assistant positions for orthopedic, neurological, internal med, surgical, and SNF wards of hospitals in MO; this included three years as a mental health nursing assistant.

Instructional DEVELOPMENT AND FACILITATION EXPERIENCE
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Responsible for all marketing, development of custom courses, scheduling, manuals, materials, instructional methodologies, and presentation of all courses and programs described below.

❖ **Every Voice Counts – DEI at RTD**

This was a corporate requested course presented initially to senior executives at RTD. The course was designed to introduce the learner to the concepts of bias, how we all form bias, and how to recognize and avoid it. The course was 8-hours in length and became a mandatory course at RTD for all non-represented employees.

❖ **Business Management Program**

This 3-credit undergraduate course on managing the business aspects of an ambulatory health care facility was originally designed for Logan College, St. Louis, MO and was then presented to various institutions, associations and both proprietary and community colleges in Wisconsin, Maryland, Missouri, Iowa, Illinois, Louisiana, and a few other states. The topics included (but were not limited to):

- Creating and managing the business plan.
- Telephone protocol; Patient reception techniques; patient scheduling procedures.
- Customer satisfaction quality control and assurance.
- Record keeping and P&L management.
- Proper charting procedures.
- Patient care protocols including radiological procedures.
- CPT codes, ICD codes, and claims preparation and tracing procedures.
- Medical terminology, abbreviations, prefixes, suffixes.
- Anatomy & neuro-musculoskeletal physiology; adjunctive therapy procedures.

❖ **Responsible Business Management for Physicians Program**

This is a 3-credit graduate course on the day-to-day operation of a primary health care facility including detailed insurance procedures and the legal concerns regarding insurance processing, patient care protocols, and more.

❖ **Legal Concerns for the Clinical Practice Program**

This 1-credit graduate course was presented as a drop-in section of Financial Management.

❖ **Radiological Procedures for the Paraprofessional Program**

This 1-credit undergraduate course was designed to teach the clinical paraprofessional the basic procedures and legal ramifications regarding radiology.

❖ **Making the Practice Decision – For New Physicians Program**

This was a non-credit course taught to new doctors to help them analyze their practice options (create a new practice, buy an existing practice, partner in an existing practice, etc.) and come to an informed decision about which option was best for them.

❖ **Medical Records Documentation Program**

This non-credit presentation was requested for an association district meeting for graduate doctors. The course objective was to help clarify and define various protocols for inservice medical record keeping.

❖ Insurance and Office procedures for the Paraprofessional Program

This was a 1-credit undergraduate program on general office policies and procedures, and insurance processing.

❖ DRGs, HCPCSs, ICD-9 and CPT Coding Procedures Program

This was a non-credit seminar on the most accurate methods of writing and coding diagnoses for local, practicing doctors.

❖ Insurance Procedures for the Clinical Office Program

This 3-credit undergraduate course was for undergrad doctors as preparation for practice.

❖ Medical Billing Procedures Program

This 3-credit course was designed and presented to undergraduate health care paraprofessionals as a part of their Health Information Management associate program. Protocols and procedures for preparing and submitting insurance claims for personal, PPO, PSO and HMO insurance programs were all covered.

❖ Health Care Nomenclature Program

This was also a 3-credit course for paraprofessionals as described above. Topics covered included medical terminology, abbreviations, prefixes and suffixes, ICD-9, and CPT coding and more.

❖ Success Orientation for the New Student

This course was a 1-credit hour undergraduate course taught to all enrolled students that was designed to help prepare students to succeed academically and professionally. It included subjects such as test preparation, test-taking skills, study skills, project/report preparation, professional demeanor/appearance, business and more.

❖ General Education Courses

Substitute and vacation-coverage teacher for general education courses: Sociology, Economics, Composition, Communications (written and oral), Psychology, and others.

❖ Health Care and Medical Courses

Mostly 3-credit courses taught on-ground and or online format for Community Colleges, proprietary schools, and for the University of Phoenix Healthcare Administration program. Researched, designed, developed, funded, and implemented the "Multi-Skilled Medical Worker" program for IHM Health Studies Center.

❖ Instructor Training Courses/Workshops/Seminars and Programs

Designed and taught "train-the-trainer" courses for newly hired faculty for multiple post-secondary institutions. This program trained new instructors on classroom methodologies, student success techniques, curriculum, objective and lesson plan development, Bloom's Taxonomy Domains of Learning, and more.

Educational Background

COACHING CERTIFICATION, Association of Talent Development (ATD), Sep 2020

MODERN CLASSROOM CERTIFIED TRAINER, Logical Operations, Inc., Apr 2020

MASTERING EMOTIONAL INTELLIGENCE, LEVEL I TRAINER, TalentSmart, Inc., Jan 2020

ESSENTIAL FACILITATION – CORE SKILLS FOR GUIDING GROUPS CERTIFICATE, Interaction Associates, Dec 2019

MENTAL HEALTH FIRST AID CERTIFIED TRAINER, Mental Health First Aid-CO, **Jul 2019**

E-LEARNING INSTRUCTIONAL DESIGN and INSTRUCTIONAL DESIGN CERTIFICATES, ATD, **Sep-Dec 2019**

INSTRUCTION-MODULE DESIGNER and CRI DESIGNER CERTIFICATES, Mager Consortium, **Jan 2018 – Jun 2019**

CERTIFICATION IN VARIOUS FRANKLINCOVEY COURSES AND PROGRAMS, FranklinCovey Enterprises, LLC, **2017 - 2020**

COMMUNICATIONS MASTERY and TRAIN-THE-TRAINER CERTIFICATES, Employer's Council, **2015 - 2016**

CERTIFIED CRUCIAL CONVERSATIONS & CRUCIAL ACCOUNTABILITY INSTRUCTOR, Vital Smarts, **May 2012**

CERTIFIED REPORTING INSTRUCTOR, National Court Reporters Association, **Nov 2011**

LICENSED ADMINISTRATOR, Colorado State Dept of Education, **2010-2011**

CERTIFIED SIX SIGMA GREENBELT - PROJECT MANAGEMENT, Aveta Business Solutions, **MAR 2010**

REALTOR, National Association of Realtors, **Nov 2006**

COLORADO MORTGAGE BROKER, State of Colorado - Dept of Regulatory Agencies, **SEP 2006**

MASTER OF SCIENCE-HIGHER EDUCATION ADMINISTRATION & PROFESSIONAL DEVELOPMENT, HIGHEST HONORS, Capella University, Minneapolis, MN, **2001**

CERTIFIED INSURANCE CLAIMS REVIEWER, Logan College of Chiropractic & State of Missouri, **MAR 1991**

DOCTOR OF CHIROPRACTIC and BACHELOR OF SCIENCE, HUMAN BIOLOGY, HONORS, Logan University, St. Louis, MO, **1988**

ASSOCIATE OF SCIENCE, CHEMISTRY, HIGHEST HONORS, Moberly Community College, Moberly, MO, **1977**

PROFESSIONAL AFFILIATION and MEMBERSHIP HISTORY

ATD (Association of Talent Development) member`
Student Doctor's Council (SDC) Treasurer, Secretary, Vice President, Logan College
SDC Representative to National Legislative Conference, Washington, DC
Clinical Consultant for Logan College Non-Invasive Diagnostic Lab
ACA (American Chiropractic Association) member
ACA Sports Council member
MSCA (MO State Chiropractic Association) member
MSCA District III President
MSCA District III Secretary/Treasurer
ABWA (American Business Women's Association) member
ABWA LaVida Chapter President
BPW (Business & Professional Women's Association) member and chapter officer
MEMSA (MO EMS Association) member
LTCE (Long Term Care Educators) member
GSLSHET (Greater St. Louis Society for Health Education Trainers) member
ASTD (American Society for Training & Development) member
MAPCS (MO Assoc. Private Career Schools) member
AAUW (American Association of University Women) member
ADDA (American Design & Drafting Association) member
ETA (Electronics Technology Association) member
CCA (Career College Association) member
ASEE (American Association of Engineering Educators) member

NAFE (National Association for Female Executives) member
AAHE (American Association for Higher Education) member
ABWA member and chapter officer (multiple)
Aurora Chamber of Commerce – Leadership Aurora Panel member
BPW member and committee chair (multiple)
Denver GL Chamber of Commerce member and officer
Williamsburg I Home Owners Association Board member
Denver SW Coalition on Aging member
CWCC (CO Women’s Chamber of Commerce) member
Denver and Jefferson County Board of Realtors’ member
National Association of Realtors member
Colorado Women’s Council of Realtor’s member
National Association of Court Reporters member and presenter

Professional Awards and Service**AWARDS:**

Employee of the Year, Regional Transportation District	Outstanding Academic Merit, Logan College
Outstanding Young Woman of America	Outstanding Leadership Award - MSCA
President’s Award, Rhodes Colleges, Inc.	SDC Appreciation of Service Certificate
Award for Highest Student Retention, ITT Ed. Services (6)	Woman of the Year Award - ABWA
Highest Honors, Capella University Master of Science	SDC Appreciation of Outstanding Service
Montgomery Scholarship for Clinical Excellence	Outstanding Clinician Award - Logan Clinic
Scholastic Achievement Award, Moberly Community College	

PUBLIC AND PRIVATE SERVICE:

MO State Chiropractic Association – member, VP, Pres, Sect., Lobbyist
MO Association for Private Career Schools (MAPCS) advisory board member
Vocational/Technical Programs Retention panel discussion participant-MAPCS
MO Dept. of Elementary & Secondary Education – Coordinating Board for Higher Education (MODESE-CBHE)
Committee on Transfer & Articulation - Dual Credit Subcommittee team member and panel discussion participant
MODESE - CBHE - Panel discussion presenter and volunteer team member on higher education transfer and articulation alternatives and avenues
DECA (Distributive Education Clubs of America) Judge, MO
MODESE - CBHE Planning Committee, annual transfer & articulation conference
LEADERSHIP AURORA participant in panel discussion
Volunteer, Williamsburg I Home Owners Association
Volunteer, President’s Council on Fitness– Schaeffer Elementary
Volunteer, John C Schaeffer Elementary School
Volunteer, Denver GLBT Chamber of Commerce - Member; Secretary; Fundraiser; Board Member; Volunteer
Volunteer, American Red Cross, Mile-Hi Chapter - Transportation and Disaster Preparedness Divisions
Volunteer, Project Angel Heart, Denver
Volunteer, National Mill Dog Rescue

PUBLICATIONS and COPYRIGHTS**Publications:**

- Falzone, S. "Responsible Clinic Management for the Doctor: How to Stay on Track Without Losing Your Tact", ACA Journal, 3 (1): 5.
- Falzone, S. "Training Staff: How to Be Thorough" MSCA Newsletter, 1 (1), 2.
- Falzone, S. "The Protocols of Insurance Processing" MSCA Newsletter, 2 (1), 3.
- Falzone, S. "Business Management for Success" ACA Journal, 6 (1), 5-6.
- Falzone, S. "Personal Motivation and the Doctor" ACA Journal, 1 (1), 2.
- Falzone, S. "What is an Exceptional Teacher?" NACR Journal, 1 (1) 2010.

2010 www.Examiner.com Articles:

Colorado's just a "C" student!	Aug 7th, 2010
Bringing the technology mountain to Mohammad!	Aug 3rd, 2010
Need money? Want better teachers? CO DOHE will help!	July 25th, 2010
The proof is in the pudding - things are looking up!	July 16th, 2010
Rich man, poor man, let's go to school man!	July 8th, 2010
"Troops to Teachers" program promoted by US Senator...	June 23rd, 2010
"Preschool to Postsecondary Education Alignment Act"...	June 20th, 2010
Some of the basic differences between public and...	June 11th, 2010
Department of Higher Education has a new Chief	June 6th, 2010
A career in education - trial or tribulation?	May 20th, 2010
Leadership in higher education	May 19th, 2010
What is an exceptional instructor? A white rabbit?	May 27th, 2010
Is a project management career in your future? ...	May 24th, 2010

Copyrights:

- Responsible Office and Business Management Workbook and Manual.
- Chiropractic Office Management and Procedures Manual.
- Neuro-musculo-skeletal Physiology for the Chiropractic Paraprofessional.
- Radiological Procedures for the Chiropractic Paraprofessional.
- Diagnosis and Treatment: The Doctor's Handbook.
- Insurance Procedures for Successful Claims Workbook.
- The Medical Office Assistant Training Manual.
- Responsible Office Management for the Medical Assistant.
- Insurance Claims Analysis and Processing Guide for the Doctor.
- Multi-skilled Medical Paraprofessionals Curriculum.
- Instructors Orientation and Training Manual.
- The Supervision of Education, a Supervisors Guide.
- Servant Leadership: Philosophies and Practices for Higher Education Administrators.
- Instructor's Guide to Successful Stewardship of Instruction.

Licenses and Certificates

Licenses, Approvals and Certificates (chronological list starting 1988):

Licensed Chiropractic Physician, Missouri, Iowa, and Illinois
Certified and Licensed Chiropractic Insurance Review Consultant, Missouri
Emergency Medical Technician certificate
Approved Chief Managing Employee, Illinois State Board of Education
Certification for Missouri Vocational Director/Administrator
Licensed Associate Real Estate Agent
National Association of Realtors – Realtor designation
Certified Reporting Instructor
Certified Six Sigma Greenbelt in Project Management
Licensed Administrator, CO State Dept of Education
Coaching Certification, Association of Talent Development (ATD)
Certified Modern Classroom Trainer, Logical Operations, Inc.
Certified Mastering Emotional Intelligence I Trainer, TalentSmart, Inc.
Certified Mental Health First Aid Trainer, Mental Health First Aid-CO
Certified E-learning Instructional Design and Instructional Design, ATD
Certified Instruction-Module Designer and CRI Designer, Mager Consortium
Certification in various FranklinCovey courses and programs, FranklinCovey Enterprises, LLC
Certified Communications Mastery and Train-The-Trainer, Employer's Council

Program and Project Management Experience

Business Start-Up and Operations Experience:

- 1) Ground-up business start-up for Dr. Dana Robertson, new graduate from Chiropractic College. Created the Business Plan, obtained financing, and oversaw the build-out (TI) of her new health care office in a 6-month period. Start-up responsibilities included:
 - ❖ Real estate selection and procurement and Lease negotiation.
 - ❖ Plant design; contractor negotiation; construction oversight and permit approval.
 - ❖ Procurement of utilities liens, easements, and installation.
 - ❖ Oversight of start-up budget; report creation for financiers.
 - ❖ Creation of marketing and advertising campaign.
 - ❖ Negotiation of advertising contracts; oversight of same.
 - ❖ Negotiation of pricing with vendors.
 - ❖ Ordering of all equipment, supplies, and re-sale items; calculation of retail pricing.
 - ❖ Business licenses and permits procurement.
 - ❖ Oversight of receipt and installation of all equipment.
 - ❖ Oversight of technology systems networking and implementation and service.
 - ❖ Creation of operational business plan.
 - ❖ Creation of office policies and procedures.
 - ❖ Analysis of business performance and alteration to operational plan as needed.
 - ❖ Employee selection, hiring, training, and development.
 - ❖ Oversight of day-to-day operations of the office from opening.

- 2) As above in cooperation with Dr. Sharon Fitelson in St. Louis, MO for her new office.
- 3) As above for my own health care office start-up.
- 4) As above for the expansion of my own office.
- 5) As above - assisted several new physicians in their start-up.
- 6) Wyatt Group Realty. Assisted Mr. Wyatt to develop his own Realty firm. This was also a start-up business, and my responsibilities, working in collaboration with Ken, were much as described above.

College Expansion or Start-Up Experience:

- 1) **ITT Technical Institution** wanted a branch to our campus on the south side of St. Louis. In collaboration with the President of our campus and the selected President for the new campus, I assisted in the start-up process specifically for the academic department. Responsibilities included:
 - ❖ Classroom and academic administration department design and re-design for approval by HQ, which included:
 - Classrooms and Student common areas
 - Laboratory design (electronic engineering, drafting, and computer)
 - Library and Bookstore
 - Technology and server room mapping; computer lab configuration
 - Academic administration offices, single- and multi-person
 - Faculty offices; registrar office, and file storage areas
 - ❖ Involvement in the oversight of construction process.
 - ❖ Oversight of start-up budget for academic areas; report creation for corporate partners.
 - ❖ Ordering of all equipment and technology for education department.
 - ❖ Oversight of receipt and installation of all equipment and technology systems.
 - ❖ Creation of departmental policies and procedures.
 - ❖ Faculty and staff selection, hiring, training, and development.
- 2) **Parks College** wanted to add space to the campus to facilitate the addition of programs. In collaboration with the corporate office and the campus president, I assisted in the design and build-out of the addition. Responsibilities included:
 - ❖ Classroom and academic administration plant design and re-design for approval by HQ, which included:
 - Classrooms and Student common areas
 - Laboratories (electronic, drafting, and computer)
 - Library and Bookstore
 - Technology and server room mapping; computer lab configuration
 - Academic administration offices, single- and multi-person
 - Faculty offices; Registrars office
 - File storage room
 - ❖ Involvement in the oversight of construction process.
 - ❖ Oversight of start-up budget for academic areas; report creation for corporate partners.
 - ❖ Ordering of all equipment and technology for education department.
 - ❖ Oversight of receipt and installation of all equipment and technology systems.

Learning Program Start-Up and Development Experience:

- 1) **IHM Health Studies Center.** This post-secondary institution had only EMT and Paramedic programs when I started. They wanted to expand their offerings, so I researched existing trends and needs in the marketplace and developed a skill-based certificate training program based on the results. Program was high-demand and we sat at maximum capacity starting with the first class. Responsibilities included:
 - ❖ Research of the current local and global workplace markets for employee needs.

- ❖ Interview of multiple local employers for placement feasibility studies.
- ❖ Investigated the portability of the program into other careers and colleges.
- ❖ Investigated local trainers for those with a skill-base match to the program.
- ❖ Working in conjunction with the identified trainer, designed and developed the program.
- ❖ Developed the program content and materials.
- ❖ Created necessary self-studies and other reports for state program approval.
- ❖ Wrote and obtained a government grant to assist in the financing of the program.
- ❖ Negotiated with a local hospital for procurement of used equipment for the program free of cost.
- ❖ Selected that equipment from their warehouse and oversaw the delivery and installation.
- ❖ Provided additional reports and research documentation to successfully obtain accreditation approval.
- ❖ Negotiated for and set-up an articulation for the program with a local junior college.
- ❖ Negotiated for and set-up externship sites.
- ❖ Created and presented the product training workshop for admissions personnel.
- ❖ Created the syllabi and selected all textbooks, equipment, and technology.
- ❖ Negotiated contracts with vendors for the textbooks, equipment, and technology purchases.
- ❖ Created the advertising and marketing plan for the program.
- ❖ Developed and negotiated placement protocols and sites for graduates.
- ❖ Negotiated the advertising contracts and oversaw the advertising budget and calendar.
- ❖ Interviewed and selected program candidates.
- ❖ Ordered all needed books and supplies for the first start.

2) **Parks College.** Identical to above for the development of the Massage Therapy program.

3) **Denver Academy of Court Reporting.** As above – Revised the existing program for online delivery and then obtained approval and started the online program in 2009. Responsibilities included:

- ❖ Research in the current field to ensure online graduates could obtain employment.
- ❖ Research of the current global marketplace for competition.
- ❖ Interview of multiple local employers for placement feasibility studies.
- ❖ Investigated online trainers for those with online instructional experience.
- ❖ Developed the program curriculum, course descriptions, etc.
- ❖ Created necessary self-study for program approval.
- ❖ Provided additional reports, research, and other materials to obtain accreditation.
- ❖ Successfully completed the accreditation and approval process.
- ❖ Created the syllabi and selected all textbooks and student equipment.
- ❖ Developed technological requirements, tools, and course drop-ins.
- ❖ Assisted in the development and implementation of all technology for online program.
- ❖ Created the advertising and marketing plan for the program.
- ❖ Negotiated the advertising contracts and oversaw the advertising budget and calendar.
- ❖ Created all marketing materials and oversaw development of same.
- ❖ Interviewed and selected program candidates and faculty.
- ❖ Enrolled at goal the first start.

4) **ABSR** - Worked with owner/operator of Accounting and Business School of the Rockies to research and design a new program in project management. Was not implemented at that time for (their) financial reasons.

5) **Intellitec Medical Institute** – Institutionally accredited by ABHES, the college need to expand programs to reach the permitted 30% of programs in medical subjects. Created two programs: Business Administration with a concentration in Health Care Management and Business Administration with a concentration in Health Information Management. Responsibilities and activities for the development of these programs included:

- ❖ Research of the local and national workplace markets for current need for these careers.

- ❖ Interview of multiple local employers and conducted placement feasibility studies.
 - ❖ Investigated the portability of the program into other careers and college programs.
 - ❖ Complied an advisory board for the programs; held initial board meeting for feedback.
 - ❖ Developed the program curriculum: course descriptions, syllabi, outcomes objectives, etc.
 - ❖ Selected all textbooks, equipment, and technology & negotiated contracts with vendors for the textbooks.
 - ❖ Completed externship affiliation agreements with local facilities.
 - ❖ Provided all reports, research documentation, and materials to obtain state and federal approvals.
 - ❖ Completed the accreditation and approval processes.
 - ❖ Created and presented the product training workshop for admissions personnel.
- 6) **Regional Transportation District – 2012** - Working collaboratively with department team and senior leadership to analyze, design, develop, implement, and evaluate a new Leadership Academy for upper management personnel. 2016 - Analyzed existing Leadership Academy and redesigned, developed, implemented, and evaluated the new Academy for mid-level through entry-level personnel.
- 7) **Regional Transportation District – 2021** - Chosen by management to act as change-liaison for implementation of the new version of the company-wide database software again in 2021. Created the process for deployment and oversaw this successful project.