SUBMISSION INSTRUCTIONS

Applicants must respond to each question/item in each section of the application. Incomplete applications will not be considered.

Electronic Application Process

Applicants are required to complete and submit the application, including all required attachments to:

hatfieldt@michigan.gov

Applications will be received on an ongoing basis and will be reviewed in the order in which they are submitted.

Applicants must respond to each question/item in each section of the application. Incomplete applications will not be considered.

Technical support will be available Monday – Friday, from 9:00 a.m. – 4:00 p.m.

All information included in the application package must be accurate. All information that is submitted is subject to verification. All applications are subject to public inspection and/or photocopying.

Contact Information

All questions related to the preferred provider application process should be directed to:

Anne Hansen
Consultant
Office of Education Improvement & Innovation

OR

Tammy Hatfield
Consultant
Office of Education Improvement & Innovation

Telephone: (517) 373-8480 or (517) 335-4733
Email: hatfieldt@michigan.gov

EXTERNAL PROVIDERS: BACKGROUND & APPROVAL PROCESS
Under the Final Requirements for School Improvements Grants, as defined under the Elementary and Secondary Education Act of 1965, as amended, Title I, Part A. Section 1003(g) and the American Recovery and Reinvestment Act as amended in January 2010, one of the criteria that the MDE (SEA) must consider when an LEA applies for a SIG grant is the extent to which the LEA has taken action to “recruit, screen, and select external providers...”.

To assist LEA’s in this process, the MDE is requesting information/applications from entities wishing to be considered for placement on a preferred provider list that will be made available to LEA’s on the MDE website. If an LEA selects a provider that is not on the list, the provider will have to go through the application review process before engaging in the turnaround intervention at the LEA. Applications will be reviewed on their merits and not on a competitive basis. Please note that the application and accompanying attachments will be accessible online to LEA’s seeking to contract for educational services.

Preferred external providers will be required to participate in a state-run training program that specifies performance expectations and familiarizes providers with state legislation and regulations. External providers will be monitored and evaluated regularly and those who are not getting results will be removed from the preferred provider list.

All decisions made by the MDE are final. There is no appeal process.

Please note that being placed on the Preferred Provider List does not guarantee that a provider will be selected by an LEA to provide services.

Two or more qualified reviewers will rate the application using the scoring rubric developed by the Michigan Department of Education (MDE).

Applications will only be reviewed if:

1. All portions of the application are complete;
2. All application materials, including attachments, are submitted electronically prior to the due date;

Applications will only be approved if:

1. The above conditions are met for review;
2. The total application score meets a minimum of 70 points
<table>
<thead>
<tr>
<th>Exemplar</th>
<th>Total Points Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Description of comprehensive improvement services</td>
<td>25</td>
</tr>
<tr>
<td>2. Use of scientific educational research</td>
<td>15</td>
</tr>
<tr>
<td>3. Job embedded professional development</td>
<td>15</td>
</tr>
<tr>
<td>4. Experience with state and federal requirements</td>
<td>15</td>
</tr>
<tr>
<td>5. Sustainability Plan</td>
<td>15</td>
</tr>
<tr>
<td>6. Staff Qualifications</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total Points Possible</strong></td>
<td><strong>100</strong></td>
</tr>
<tr>
<td><strong>Minimum Points Required for Approval</strong></td>
<td><strong>70</strong></td>
</tr>
</tbody>
</table>

**Note:** Applicants may apply to become preferred providers in all or some of the program delivery areas listed in Section B. If applicant does not wish to become a provider in a program area, that should be noted on the application.

If an applicant is applying to be a preferred provider in less than the five areas listed, they must have a review score not less than the following in each area for which they apply:

- Section 1 15 points
- Section 2 10 points
- Section 3 10 points
- Section 4 10 points
- Section 5 10 points
- Section 6 10 points Section 6 must be completed by all applicants.
The Application is divided into four sections.

**Section A** contains basic provider information.

**Section B** requests information related to six exemplars (program delivery information and staff qualifications). Responses in Section B must be in narrative form. You may include figures (e.g., tables, charts, graphs) to support your narrative, but such items will be counted toward applicable page/word limits.

**Section C** contains the Assurances. Please read each statement carefully. By submitting your application, you certify your agreement with all statements therein.

**Section D** Attachments
### SECTION A: BASIC PROVIDER INFORMATION

Please enter the requested information in the spaces provided. Be sure to read all notes, as they provide important information.

**Instructions:** Complete each section in full.

<table>
<thead>
<tr>
<th>1. Federal EIN, Tax ID or Social Security Number</th>
<th>2. Legal Name of Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Robert Half International Inc.</td>
</tr>
</tbody>
</table>

3. Name of Entity as you would like it to appear on the Approved List

Robert Half Technology

<table>
<thead>
<tr>
<th>4. Entity Type</th>
<th>5. Check the category that best describes your entity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ For-profit</td>
<td>☒ Business</td>
</tr>
<tr>
<td>☐ Non-profit</td>
<td>☐ Community-Based Organization</td>
</tr>
<tr>
<td></td>
<td>☐ Educational Service Agency (e.g., RESA or ISD)</td>
</tr>
<tr>
<td></td>
<td>☐ Institution of Higher Education</td>
</tr>
<tr>
<td></td>
<td>☐ School District</td>
</tr>
<tr>
<td></td>
<td>☐ Other</td>
</tr>
<tr>
<td></td>
<td>☒ Specialized Temporary Recruitment company</td>
</tr>
</tbody>
</table>

6. Applicant Contact Information

<table>
<thead>
<tr>
<th>Name of Contact</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lara Dodo</td>
<td>905.273.4092</td>
<td>905.273.6217</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Robert Speck Parkway, Suite 940</td>
<td>Mississauga</td>
<td>ON</td>
<td>L4Z 3M3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E-Mail</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:lara.dodo@rhi.com">lara.dodo@rhi.com</a></td>
<td>rhi.com</td>
</tr>
</tbody>
</table>

7. Local Contact Information (if different than information listed above)

<table>
<thead>
<tr>
<th>Name of Contact</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matthew Horist</td>
<td>616.451.7000</td>
<td>616.454.4508</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>333 Bridge Street NW, Suite 500</td>
<td>Grand Rapids</td>
<td>MI</td>
<td>49504-5320</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E-Mail</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:matthew.horist@roberthalftechnology.com">matthew.horist@roberthalftechnology.com</a></td>
<td>rhi.com</td>
</tr>
</tbody>
</table>

8. Service Area

List the intermediate school district and each individual district in which you agree to provide services. Enter “Statewide” ONLY if you agree to provide services to any district in the State of Michigan.

| ☒ Statewide |

<table>
<thead>
<tr>
<th>Intermediate School District(s):</th>
<th>Name(s) of District(s):</th>
</tr>
</thead>
</table>
9. Conflict of Interest Disclosure

Are you or any member of your organization currently employed in any capacity by any public school district or public school academy (charter school) in Michigan, or do you serve in a decision making capacity for any public school district or public school academy in Michigan (i.e. school board member)?

☐ Yes ☐ No

What school district are you employed by or serve:_____ 

In what capacity are you employed or do you serve (position title):_____ 

Schools or school districts are encouraged to apply to become preferred providers. However, the school or school district may not become a preferred provider in its own district. This restriction does not apply to Intermediate School Districts or Regional Educational Service Authorities.

**IMPORTANT NOTE: Once approved, providers must operate within the information identified in this application.**

Changes in application information may be requested in writing to MDE. The request must include the rationale for the changes. All changes must receive written approval from MDE prior to implementation and will be determined on a case-by-case basis. This includes, but is not limited to, information changes in the following categories:

- Change in service area
- Change in services to be offered
- Change in method of offering services
SECTION B: PROGRAM DELIVERY AND STAFF QUALIFICATION NARRATIVES

Instructions: Section B responses must be in narrative form. Provide data/documentation of previous achievements where applicable. All responses must comply with stated page limits. Figures such as tables, charts and graphs can be included in the narrative, but such information will be counted toward page limits. Text and figures beyond the stated page limit will not be considered and should not be submitted with the application. All references must be cited.

Exemplar 1: Description of Comprehensive Improvement Services (25 points possible)

Describe how comprehensive improvement services that result in dramatic, documented and sustainable improvement in underperforming urban secondary schools will be delivered to LEA’s that contract for your services. Comprehensive services include, but are not limited to the following:

- Support systems to ensure student and teacher success and sustain improvement
- Content and delivery systems and mechanisms proven to result in dramatic and sustained improvement linked to student achievement
- Job embedded professional development at leadership, teacher and support levels to increase internal capacity for improvement and sustainability linked to student achievement
- Comprehensive short cycle and summative assessment systems to measure performance and goal attainment linked to the building school improvement plan.
**Exemplar 1 Narrative Limit: 4 pages (insert narrative here)**

Robert Half Technology will be supporting the Grand Rapids Public Schools’ staff and students through its identification and hiring of qualified Instructional Support Specialists. The Instructional Technology Specialist will be an essential resource to support teachers implementing the new blended instructional model as part of GRPS’s transformation and turnaround intervention models. The blended instructional model represents a coherent integration of rigorous, research-based, direct-instruction supported by technology including a variety of online educational tools. Below represents a summary of GRPS’ Blended Instructional Model.

### Blended Instructional Model for 2010-11

<table>
<thead>
<tr>
<th>Station 1</th>
<th>Stations 2 and 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Characterized by:</strong></td>
<td><strong>Characterized by:</strong></td>
</tr>
<tr>
<td>• An engaging, rigorous, and relevant learning task allows students to investigate and conceptualize the BIG Ideas of unit or concept.</td>
<td>• The continuation of building and solidifying vocabulary and the key concepts developed during the task in which they engaged during Station 1.</td>
</tr>
<tr>
<td>• This task is consistent with the Institute for Learning’s Disciplinary Literacy Principles and allows for multiple entry points, use of talk to extend understanding and the building of background and procedural knowledge.</td>
<td>• Introduction or extension learning either online or face to face.</td>
</tr>
<tr>
<td>• Thinking is made public allowing teachers to informally assess students’ understandings and misconceptions.</td>
<td>• Multiple opportunities for students to practice, receive assistance, and succeed.</td>
</tr>
<tr>
<td>• The conceptual base constructed allows students to formulate a mental model connecting learning that will come in the next days of the cycle.</td>
<td><strong>Importance based on research:</strong></td>
</tr>
<tr>
<td><strong>Importance based on research:</strong></td>
<td>• Students learn best when they monitor their own learning, receive rapid and real time feedback, socialize their intelligence, and have multiple ways to learn content.</td>
</tr>
<tr>
<td>• Learning is a social construct.</td>
<td>• Prior knowledge and vocabulary learned during Station 1 instruction supports the reading of expository text, and independent or teacher supported learning.</td>
</tr>
<tr>
<td>• Students construct, elaborate and build on each others’ knowledge.</td>
<td><strong>Students will:</strong></td>
</tr>
<tr>
<td>• Thinking is made public allowing teachers to informally assess students’ understandings and misconceptions.</td>
<td>• Engage in a Disciplinary Literacy task individually, in small groups or whole-group.</td>
</tr>
<tr>
<td>• The conceptual base constructed allows students to formulate a mental model connecting learning that will come in the next days of the cycle.</td>
<td>• Investigate and use prior knowledge to construct meaning.</td>
</tr>
<tr>
<td><strong>Students will:</strong></td>
<td>• Explore, investigate and discuss to make connections.</td>
</tr>
<tr>
<td>• Engage in a Disciplinary Literacy task individually, in small groups or whole-group.</td>
<td><strong>Students will:</strong></td>
</tr>
<tr>
<td>• Investigate and use prior knowledge to construct meaning.</td>
<td>• Work through a variety of instructional modes ranging from individual to whole group discussion, utilizing a variety of resources, including technology, hands on manipulatives, labs, print materials, research, and digital communication.</td>
</tr>
<tr>
<td>• Explore, investigate and discuss to make connections.</td>
<td>• Use technology based applications, manipulatives, computer modules and projects to further solidify knowledge.</td>
</tr>
<tr>
<td></td>
<td>• Practice, assess, and extend learning.</td>
</tr>
</tbody>
</table>
Robert Half Technology will help Grand Rapids Public Schools identify candidates capable of working with building level instructional and technology staff, including providing one-on-one and small group support to teachers implementing online learning & traditional classroom instruction with technology components. This newly created position requires a unique set of skills that GRPS was unable to identify after several rounds of interviewing. Robert Half Technology will be contracted with because it has the unique resources to search for and successfully locate qualified candidates. The skills related to the Instructional Technology Specialist include the following:

- Collaborate and plan with building-based Disciplinary Literacy Coaches, Staff Development personnel, Curriculum Specialists and Teachers to design, develop, conduct and support classroom instruction with technology components, instructional technology, and on-line learning opportunities.
- Collaborate with the building’s academic team to align strategies and identify educational goals which are supported by technology.
- Provide direct support to teacher acquiring new technology based pedagogies.
- Assist school administrators & teachers in the evaluation and selection of instructional technology tools and software.
- As necessary, coordinate with district instructional technology staff and 3rd party service providers to insure minimum technology literacy training requirements are met for all building staff.
- Attend academic division meetings, district principal’s meetings, school-based staff meetings/training, and any other meetings as appropriate in order to assess impact of district initiatives on instructional technology and communicate to all affected parties the impact of instructional technology initiatives.
- Responsible for the following professional tasks: provide task progress and completion data prepared in a professional manner to all stakeholders, maintain a working knowledge of instructional technology and technology infrastructure through a continual education process, interact with co-workers, administration and the community in positive, supportive and cooperative ways.
- Work within the parameters of the districts’ technology standards, operating processes, and Board of Education policy and district technology plan.

Robert Half Technology’s specialization differentiates us from the large, generalist firms in the industry. This specialization delivers an unparalleled level of satisfaction to both our

<table>
<thead>
<tr>
<th>Adults will:</th>
<th>Adults will:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Identify and clarify learning objectives.</td>
<td>• Facilitate learning individually or in groups; face to face or electronically.</td>
</tr>
<tr>
<td>• Facilitate discussions, assess students, and use questions to advance student thinking; group students for discussion/tasks.</td>
<td>• Intervene on behalf of struggling students by providing scaffolding and additional support.</td>
</tr>
<tr>
<td>• Build background knowledge related to key concepts and learning objectives.</td>
<td>• Give feedback on work and discussions.</td>
</tr>
<tr>
<td>• Intervene on behalf of struggling students by providing scaffolding and additional support.</td>
<td>• Group students for discussions and tasks.</td>
</tr>
<tr>
<td>• Give feedback on work and discussions.</td>
<td>• Help students with technical issues.</td>
</tr>
<tr>
<td></td>
<td>• Monitor student behavior.</td>
</tr>
</tbody>
</table>
clients and candidates. Our divisions have separate staffs of specially trained experts with years of experience in the fields we service. We do this because these individuals offer a higher level of knowledge and experience, and a comprehensive understanding of technology integration and assisting organizations to more effectively identify and assess the skills of potential candidates.

Robert Half Technology has extensive experience working with government organizations, universities, and schools around the United States and is committed to filling GRPS’ positions in an efficient manner. We can make this commitment because we’ve already personally interviewed the candidates, verified right-to-work information, and completed any testing and reference checks before you ever receive a candidate’s name.

In conclusion, Robert Half Technology will assist GRPS in accessing highly skilled professionals because we have the largest proprietary candidate database in the industry-and the largest network of local offices to conduct their search. Every one of our Staffing Professionals has instant access to the profiles of more than seven million highly skilled and pre-evaluated professionals.
Exemplar 2: Use of Scientific Educational Research
(15 points possible)

Describe how scientific educational research and evidence based practices will be used as the basis for all content and delivery systems and services provided to the LEA.

- The applicant should provide detailed data that supports successful performance in utilizing research and evidence-based practices in the delivery of systems and services, especially as applied to secondary school settings.
- Cite and reference available research studies (as appropriate) and provide data that indicate the practices used have a positive impact on the academic achievement of students in the subjects and grade levels in which you intend to provide services.
Exemplar 2 Narrative Limit: 3 pages (insert narrative here)
Exemplar 3: *Job Embedded Professional Development*  
*(15 points possible)*

Describe how a job-embedded professional development plan will be put in place to support principals, school leadership teams, teachers, and support staff.

- The applicant should provide detailed data that supports successful performance in developing job-embedded professional development plans for:
  - principals
  - school leadership teams
  - teachers
  - support staff
Exemplar 3 Narrative Limit: 2 pages (insert narrative here).
Exemplar 4: Experience with State and Federal Requirements
(15 points possible)

Describe your experience with State and Federal Requirements, especially as it relates to the following:

- Aligning model(s) to be implemented with the School Improvement Framework
- The Michigan Comprehensive Needs Assessment
- Individual School/District Improvement Plans, North Central Association (NCA)
  - Response demonstrates alignment of the above mentioned elements, AKA “One Common Voice - One Plan.”
- Understanding of Title 1 (differences between Targeted Assistance and School-wide)
- State assessments — Michigan Educational Assessment Program (MEAP) and the Michigan Merit Exam (MME)
- Michigan Grade Level Content Expectations (GLCEs)
- Michigan High School Content Expectations (HSCEs)
- Michigan Merit Curriculum
- Michigan Curriculum Framework
- Section 504 of the Individuals with Disabilities Education Act (IDEA)
Exemplar 5: Sustainability Plan
(15 points possible)

Describe how a sustainability plan will be put in place for the building to become self-sufficient at the end of the 3-year grant period.

- The applicant should demonstrate significant knowledge and experience in developing sustainability plans.
RHI recognizes the importance of sustainability and therefore embraces practices consistent with the longevity of its programs from small business to large enterprise level environments including corporate, government and educational organizations.
Exemplar 6:  **Staff Qualifications**  
(15 points possible)

Provide names and a brief summary of qualifications for the primary staff who will be involved in providing services to LEA’s. Provide criteria for selection of additional staff that are projected to be working with LEA’s. Include vitae of primary staff.

- Staff qualifications and vitae should match with areas that the applicant wishes to serve. Staff should have extensive experience in implementation of all applicable areas.

Matthew Horist  
Division Director  
Robert Half Technology

Matthew Horist is a Division Director with Robert Half Technology and is responsible for managing technology staffing operations in the company’s Grand Rapids, Kalamazoo and Lansing locations. Matthew focuses primarily on technology recruiting and provides staffing and project solutions from junior staff through executive level.

Prior to joining the RHT in 2006, Matthew spent 15 years in the technology industry in a variety of roles throughout Western Michigan, including CIO of a security company. He has hands-on experience in Microsoft Server Administration, UNIX Administration, Linux Administration, Cisco Administration, Project Management, and Program Management. Matthew also holds a number of certifications, including Cisco Security, CCNA and Natl Fire Protection Agency.

Gilbert Stansell  
Recruitment Manager, CDS  
Robert Half Technology

Gilbert Stansell is the recruitment manager for the Grand Rapids office of Robert Half Technology. He is responsible for managing the company’s technology division which encompasses recruiting and interviewing candidates, speaking to clients to determine their staffing needs, training and developing internal staff and managing branch operations.

Gilbert has spent more than 10 years of his professional life in the academic, recruitment, real estate, and forex, industry and has experienced all phases of the job market cycle first-hand.

About the Firm

Founded in 1948, Robert Half International is the world’s first and largest specialized staffing and consulting service with more than 360 offices worldwide. The company has seven divisions: Accountemps®, Robert Half® Finance & Accounting and Robert Half® Management Resources, for temporary, full-time and project professionals, respectively, in the fields of accounting and finance; OfficeTeam®, for highly skilled temporary administrative support; Robert Half® Technology, for information technology professionals; Robert Half® Legal, for temporary, project and full-time staffing of lawyers, law clerks, paralegals and legal support personnel; and The Creative Group®, for creative, advertising, marketing and web design professionals.
Gilbert F. Stansell

EXPERIENCE

Robert Half Technology, Grand Rapids, MI (11/2010- Present)

Recruitment manager
- Responsible for prospecting companies, qualifying job openings, and recruiting on open positions to exceed client expectations.
- Set daily goals, interview, check references and make employment offers for full spectrum of technology candidates from web development to network administration and high level programming.
- Recognized for bringing office to 52 week high after 2 months of employment

PcProSchools, Grand Rapids, MI

Academic Advisor/Recruiter (August 2009 – Present)
- Ranked #4 in company after 4 months of employment
- Consistently exceed expectations in closing percentages, and hours available for work
- Extend acceptance into program and allocate scholarship amounts by conducting seminars, thorough interviews, and gaining commitment.

Global Forex Trading, Grand Rapids, MI

Forex Specialist (September 2007—June 2008)
- Licensed Series 3 Forex and Futures broker
- Exceeded production goals within 1st month of hire; shared the record for most accounts opened in 1 month
- Consistently led office in activity levels (calls made and hours on phone) working 10+ hours daily
- Held accountable for executing a consultative sales process from initial contact to close
- Responsible for the entire sales cycle, the training of clients on a sophisticated trading platform, and maintenance of client relationships

Apex Financial, Grand Rapids, MI

Mortgage Broker (May 2006—August 2007)
- Consistently lead the office in production of loans closed and was the Top Producer in 2006 and 2007
- Responsible for generating own business, origination and close of conforming and non-conforming loans
- Performed interviews as a hiring manager to recruit and train new employees
- Grew business through establishing and developing relationships with local organizations

Aames Home Loan, Grand Rapids MI

Senior Loan Officer (July 2004 – May 2006)
- Responsible for the origination, analysis, sale, and close of non-conforming loans
- Consistently exceeded production quotas on a daily and quarterly basis
- Have a proven track record for revenue generation, and lead the state in 2005 for units and volume sold
- Generated and closed over $750,000 in volume with over $45,000 in revenue on a regular, monthly basis
AIU Online, Hoffman Estates, IL

**National Admissions Advisor** (June 2002—June 2003)
- Responsible for the recruiting, screening and maintenance of an account of students to reach and exceed monthly goals
- Pre-qualified, motivated and maintained 30+ students to insure a monthly, “start”, “enrollment”, and “ratio” was met

TEKsystems, Chicago, IL

**Recruiter** (February 2001—September 2001)
- Recruited candidates for permanent and contract placements
- Made employment offers and assisted candidates with the decision making process
- Maintained an account of contractors to place into job requirements.

The Southwestern Company, Nashville Tennessee
- Ran Direct sales business of educational products in 1996 and 1999

EDUCATION

**Western Michigan University, Kalamazoo, Michigan, BA Graduated August 2000**
Career Accomplishments and Achievements

- Actively involved in local business and government associations such as MBPA, West Michigan HDI, SHRM, WMBTPA, WMTA, AimWest, GRAPE, Rotary, Elected member of the Grand Haven Township Board, etc…
- Strong Leadership Experience
- Determined and Driven to Deliver!
- 15 years experience in the fields of IT and Engineering
- Extensive experience in improving operational efficiency and protecting data
- Strong believer in KPIs and Metrics

Professional Experience

Robert Half Technology  Jan ’10 -
Present
Division Director of Information Technology
Grand Rapids, MI

- Responsible for growing the technology business through building strong relationships with new and existing customers in the West Michigan Market holding offices in Kalamazoo, Lansing and Grand Rapids
- Develop and Manage the Robert Half Technology team for the West Michigan Market.
- Provide extensive training to the RHT staffing team in an effort to enhance and build market share and effectiveness throughout the region.
- Maintain relationships using consultative communication skills and extensive technical & business experience adding value to the RHI brand.
- Effectively communicate benefits, features and added value of RHI services to customers.
- Research and prospecting new customers, developing own leads that follow the corporate strategy.
- Responsible for meeting weekly and monthly sales goals as determined.
- Hold teams accountable to consistent KPI metrics.
**Lead Development**

- Research target market area using various Internet resources, industry associations & contacts.
- Develop prospect lists and take initiative to turn leads into sales via new and existing candidates and clients.
- Determine key decision making positions within target organizations and focus communication and prospecting to follow.
- Partner with West Michigan Universities and training organizations in an effort to build and maintain relationships with new and upcoming talent.

**Strategic New Business Development**

- Make decisions on business development, marketing tools and tactical & strategic marketing plans for the territory.
- Assist in decisions on strategy or focus in existing market areas.
- Determine possible new strategic focus areas utilizing knowledge of the market.
- Support marketing programs through participation in tradeshows, support of marketing activities.

---

**Midstate Security Company**

Nov ’07 – Jan ’10

**Director of Information Technology, Service and Command Center**

Grandville, MI

**Responsibilities include:**

- Manage Data Center:
  - Data retention
  - Network/Data availability
  - Network/Data security
  - Exchange availability/security
- Responsible for managing a 24/7 Operations of Continuous availability Command Center
  - The Command Center for Midstate Security is a monitoring center for fire, burglar and video surveillance alarm systems
  - Created and implemented a highly available disaster recovery process
- Vendor management for telecom, network, infrastructure, security, cell phones, etc.
  - Examples of vendor include AT&T, Sprint Wireless, Cisco, Microsoft, Kasperski, Symantec, CDW, Ingram, Techdata, etc.
- Devised and implemented a Common Desktop Environment
  - Midstate Security has a user community of 90 users
  - There were a wide variety of PC software/hardware configurations
  - By bringing all PCs under a common umbrella, I was able to reduce the cost of ownership as well as the cost of support by a


- Implemented CRM system from the ground up
- Built relationship with Cisco from Registered partner to Premier Partner status

Kforce Professional Staffing

**Technical Recruiter**
Grand Rapids, MI

Aug ‘05, Nov ‘07

- Develop recruiting strategies designed to identify qualified candidates through a variety of recruiting tools with emphasis on recruitmax
- Evaluate candidates’ strengths as compared to client requirements through face-to-face interviews.
- Negotiate wage rates and other terms and conditions of employment with candidates, and gain commitment from candidates for current and future job requirements.
- Prepare and conduct a full employment process for candidate including reference checks, background checks, employment verification, education verification and drug screening.
- Manage and counsel employees while on assignment for Kforce.
- Consistently maintain a true pulse of the technology market in an effort to target specific skill sets and industry trends.
- Maintain strong documentation of daily activities in an effort to continuously collaborate with the Kforce West Michigan Technology Team.
- Meet daily as a team in an effort to work as efficiently as possible.
- Meet weekly as an office to compare best practices across business units and to cross sell amongst the different lines of business.
- Consistently establish and maintain relationships with contacts within the West Michigan Market to provide customer service, sustain strong industry knowledge and attain referrals and sales leads on a continuous basis.
- Strong experience working with foreign nationals on a regional basis as well as through 3-party vendors
- Participated in intensive training on a continuous basis

Johnson Controls

**Promoted to Program Management Information Technology / Electronics**
Holland, MI

Aug ‘03 – July ‘05

- Improve Engineering Systems Customer Service
- Develop and implement IT/Electronics solutions on a global level
- Develops formal correspondence to customers, where necessary
- Manages employee development, ie. Training, coaching, and general
staff development

- Facilitates problem resolution for customers when a situations arise that are above the responsibility of lower and mid-level support
- Facilitates new channels of productivity through the use of increased efficiencies throughout the Electronics Department
- Unix/Linux/QNX/Microsoft Administration
- Manufacturing Systems Administrator and Support

**Johnson Controls**

2001 - 2003

*Promoted to HP/Unix Administrator*

Linux Administrator

Hired into Johnson Controls

2000 – 2001

*Promoted to QAD (Mfg Pro) Implementation Team*

Holland, MI

**Kforce Professional Staffing**

1999 – 2000

*Help Desk Analyst for Johnson Controls*

Holland, MI

- Phone support for all technical issues called in from the entire Johnson Controls user community based in West Michigan

**Crown Cork & Seal**

1997 – 1999

*IT Technical Lead of Field Engineering Service*

Philadelphia, PA

- Supervised the daily activity of a 3-member desk side support team
- Worked with other departments and managers to resolve hardware, software and other problems quickly
- Budgeted company funds for personnel and equipment
- Worked closely with multi-media developers on external projects
- Created and gave performance appraisals for assigned staff
- Developed and implemented company training programs
- Interviewed and hired help desk analysts and Desk side Technicians
- Microsoft NT Server Administration
- Novell Netware Server Administration
- Mainframe AS400 support
- Citrix Metaframe/Winframe Administration
Indiana University 1995 – 1996

*IT Technical Support Manager/Network Admin to Music School*
Bloomington, IN

- Delivered above expectations to the faculty of IU
- Supervised 3 person desk side support team
- Resolved computer hardware and software problems for all Music School Staff
- ATM network
- Ethernet network
- Novell Netware Server Admin
- NT Server
- E-mail migration from Pine to MS Outlook
- Windows NT, 98, 95, 3.11 support
- Macintosh support
- Printers local and network
- All external SCSI, parallel, serial, PS2 peripherals
- All internal SCSI, IDE, PCI, ISA hardware

Indiana University 1994 – 1995

*IT Technical Support to Music School*
Bloomington, IN

Hired as a PC Technician and promoted to Music School IT Staff Manager after 2 months of service.

**Community Involvement**

Grand Haven Charter Township 2004 – 2008

*Elected Township Trustee (Twp Board)*
Grand Haven, MI
4-Year Term


*Appointed as the Planning Commission Board Member Representative*
Grand Haven, MI

*West Michigan Economic Development Committee* 2004 – 2007
Northwest Ottawa County, MI

Grand Haven Charter Township 2003 – 2004

*Vice-Chairman, ZBA*
Grand Haven, MI

Board Member, ZBA
Grand Haven, MI

New Foundation Methodist Church 2001 – 2002
Director of Worship
West Ottawa, MI

2nd Reformed Church 2003 –
Present
Worship Leader
Grand Haven, MI

MBPA Member 2010 –
Present

Grand Haven Rotary Member 2010 –
Present

HDI Member 2010 –
Present

Education and Seminars

Indiana University 1990 – 1996

BM, Music (Operatic Performance)
Bloomington, IN

2009 – CCNA (Cisco Certified Networking Associate)

2009 – SMBAM (Cisco Small & Medium Business Account Manager) training
2009 – SMBEN (Cisco Small & Medium Business Engineering) training

2008 – ISC (International Security Conference)

2008 – Cisco CCENT (Cisco Certified Entry Level Technician)

2008 – FaceKey Certification training – Certification acquired

2008 – Identicard Certification training – Certification acquired

2003 – Project Management for IT Professionals, International Institute for Learning
2003 – Michigan State Ext. Master Certification for Planning training – Certification acquired

2002 -- Hands On with LVM & Mirror Disk/UX
2001 -- HP-UX System and Network Admin II
2001 -- HP-UX System and Network Admin I
2001 -- Fundamentals of the UNIX System

2001 -- QAD Mfg/Pro Boot Camp
2001 -- Netware 5.1 Administrator
2001 -- IP Addressing and Subnetting for New Users
2001 -- Installing, Configuring, and Administering Microsoft Windows 2000 Server
1996 -- E-mail conversion Pine mail to MS Outlook

**Technical Skills**

Microsoft Exchange Enterprise and Small Business
Microsoft SharePoint Enterprise
Microsoft Active Directory (mixed/native mode)
Microsoft Windows Vista, XP, ME, 2000, 98, 85, NT
Microsoft Outlook 2003, 2002, 97
Novell Netware 5.x, 4.x, 3.x
Lotus Notes (Domino) 6x, 5x
Cisco Routers/Switches
UNIX - HPUX
Linux - SUSE, Redhat
QAD MFG/PRO 9.0
Shell Scripting

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**Exemplar 6 Narrative Limit:** 1 page plus vitae for personnel (insert narrative and vitae here)
EMPLOYMENT RECORD

Baker College, Flint/Cass City/Auburn Hills/Corporate Services/Clinton Township, MI
February 1995 to June 2009
Adjunct Faculty-Small Business/Accounting/Management Instructor, Faculty Student and Student Club Advisor
Coordinated and implemented lectures, tests, and student involvement in Business Administration courses... Classes taught: 100-400 level in Accounting including (Peachtree and QuickBooks programs and curriculum developer), Management, and Marketing... Served on Management and Accounting Committees on curriculum and program development issues... Knowledgeable of FERPA regulations...Representative of Baker College for the Inner Agency programs and public forums...GAMMA BETA PHI SOCIETY Faculty Advisor...Awarded Distinguished Chapter Award...from their National Headquarters.

Baker College, Flint, MI          March 2008-December 2008
Seminar Consultant/Facilitator
Trainer... Childcare Provider Small Business Owners (SBM) in SBM, Business Operations, and Financial Accounting- QuickBooks ...Business Plan development and preparation, and in Licensure procedures obtainment and requirements.

Baker Online College, Flint, MI                  September 2007- June 2008
Adjunct Faculty
Instruct Business Administration courses for students in undergraduate ... curriculum programs. (Accounting, Management and Marketing)

Flint Odyssey, Inc., Flint, MI   October 2001 to February 2002
Director of Women and Children Services
Ensured effective coordination of adult and children services, and child development center... Maintained an integrated family focus model... Supervised and Managed Day-to-Day Operations... Outreach...Public meetings ... Periodic reports and staff evaluations... Answered inquiries concerning the status of clients and responsible for maintaining the confidentiality of the clients’ records... Coordinated and supervised treatment teams ...Identified and developed solutions to overcome any problems that might interfere with the delivery of quality services... Evaluated the quality of services rendered to residents to ensure the process, safety and continuity of care; Observed and preformed group and individual
counseling sessions... Instituted, maintained and updated training programs for treatment team personnel...

Baker College of Auburn Hills, Auburn Hills MI   March 1999 to March 2001
**Director of Career Services**
Supervised staff and directed all phases of graduate employment, and work experience departments...Maintain 100% graduate placement....Served as a liaison between the College, the community and other organizations while maintaining positive relationships...Prepared and monitored the Career Services budget, and Quarterly and Annual Reports.. Served on Campus Operations Committee, Baker College System Career Services and Academic Advisory Boards... Maintained Customer Service Standards with students, graduates, and employers... Conducted Advisory Board meetings, Annual Job Fairs, Career Days, and Annual Graduations... Taught Professional Career Strategies Classes....Cleared graduates for graduation in collaboration with Financial Aid, Business Office and Registrar.

Delta Community College, Midland/ Saginaw, MI   January 1999 to March 1999
**Adjunct Faculty**
Coordinated and implemented lectures, tests, and student involvement in Business Administration for students seeking an Associate and Bachelor degree in Business Administration: Accounting and Management

Davenport College, Midland/ Bay City, MI         May 1998 to April 1999
**Adjunct Faculty**
Coordinated and implemented lectures, tests, and student involvement in Business Administration courses for students seeking their Associate and Bachelor degree in Business Administration: Accounting, Management and Marketing 100-400 level classes.

**SKILLS**
Computer Programs: ATX Tax, Tax Cut, Orion, WordPerfect, Excel, Lotus 123, Microsoft Works, Symphony, Black Board, Foreman, AS/400, Access, MS Word, Peachtree and QuickBooks

**Education**
Walden Online University
PhD in Management
Management with a Specialization in Accounting—Currently Minneapolis, Minnesota

Baker Online College
Online Classroom Instruction (Blackboard)
Flint, Michigan

Central Michigan University, Mt. Pleasant, Michigan
Master of Science Administration  
Major in General Administration

Baker College, Flint, Michigan  
Bachelor of Business  
Major in Accounting - Minors in Management and Liberal Arts

References Available Upon Request

Addition Education

Baker College Corporate Services, Flint  
Accounts Receivable Administrator/ Internship  
Maintained student accounts for various manufacturing plants of the Metropolitan and Tri-City areas of Michigan. Maintained delinquent accounts and voucher payments. Consult with GM representatives concerning duplicated vouchers, verifications of employee enrollments, and withdrawals.

Fair Winds Girl Scout Council, Volunteer Administrators Conference, Flint, Michigan  
Adult Volunteer Training Certificate of Leadership

9.0 Continued Professional Education  
McGraw-Hill/Irwin Accounting Symposium  
College Publishing-Accounting  
Tampa, Florida

0.6 Continued Education Units  
The Internet: One-Day Seminar  
Fred Pryor Seminars - Pryor Resources, Inc  
Flint, Michigan

23.0 Continued Professional Education  
The Mercer University School of Medicine and Charter Medical Corporation; Southeastern Conference on Alcohol and Drug Abuse (SECAD); Alcohol & Drug Abuse Certification-SECAD 1995 Approved for ICRC/ADACB  
Atlanta, Georgia

6.0 Continued Professional Education  
Women's Issues & Stage Two Recovery
24.0 Continued Professional Education
CSAP Prevention Technical Assistance to the States
PTAS Project; Michigan Risk-Focused Prevention Training
Dewitt, Michigan

6.0 Continued Professional Education
Professional Ethics-Issues and Dilemmas
Tom Foley Associates-MDPH/CSAS License #740049
Saginaw, Michigan

6.5 Continued Professional Education
The Recipients Rights Training Conference
State of Michigan Department of Public Health/Center for Substance Abuse Lansing, Michigan

10.0 Continued Professional Education
Substance Abuse Workshop
Organized the Mid- Michigan Area religious community and Saginaw County Department of Public Health, Bay Area Substance Abuse Agency.
Saginaw, Michigan

Volunteer Experience
· Treasurer, First Community AME Church, Grand Rapids, MI
· Mistress of Ceremony, Vermont Christian 63rd Church Anniversary, Flint, MI
· Women’s Day guest speaker St. Peter C.M.E Church, Flint, MI
· Gamma Beta Phi, Society Advisor, Baker College Chapter, Flint, MI
· Deceased Staff Member Benefit Program Committee, Baker College, Flint, MI
· National Association of Black Accountants Advisory/Member, Flint, MI
· Director, St. John Inspirational Voices, Flint, Michigan
· Baker College Night, Flint, Michigan
· U of M Gospel Choral Annual Spring Concert Commentator, Ann Arbor MI
· U of M Gospel Chorale Concert Tour Chaperon various states
· Baker College Fourth Annual Ethic Ball, Black History Month, Flint, MI
· Baker College Advisor for enrolled students (35-70 students per Quarter)
· St. Luke C.M.E. Church Substance Abuse Prevent Coordinator
· St. Luke C.M.E. Church Free Breakfast Supervisor, Saginaw, MI
· Women's International Bowling Congress Association, Saginaw, MI
· Senior High Class Sunday school Teacher, Saginaw, MI
· St. Luke C.M.E. Church Male Chorus Director
· Baker College Boys and Girls Club Bowl-A-Thon Coordinator
· St. Luke C.M.E. Church Financial Budget Committee, Saginaw, MI
· Saginaw-Bay Substance Abuse Services Commission Advisory Council
· Bay County Human Coordinating Council, Bay City MI
· Strong Families and Safe Children, Saginaw, MI
· Strong Families and Safe Children, Bay City, MI
· Saginaw Odyssey House's Advisory Committee, Saginaw, MI
· Volunteer for Buena Vista School District, Saginaw, MI
· New Generation Choir Director; Saginaw, MI
· Leadership Youth Trainer-Mid-Michigan Episcopal Churches; MI
· Christian Fellowship Supervisor; Flint & Saginaw, MI
· Bancroft Building Benefit Christmas Dinner Committee, Saginaw, MI
· Vacation Bible School Volunteer, Flint & Saginaw, MI
· Baker College - Flint Management Accountants Chapter Member
· Baker College-Flint; Program Committee, Flint, MI
· Mass Choir Director; Flint & Saginaw, MI
· Adult Prayer Counselor, Flint, MI
· Fair Winds Girl Scout Council-Longfellow Troop Organizer; Flint, MI
· Youth Choir Director; Flint, MI
· Fair Winds Girl Scout Council-GB-JAMPS Chairman; Flint, MI
· Merrill Elementary School, Flint, MI
· Fair Winds Girl Scout Council, Flint, MI-Troop Leader
· Fair Winds Girl Scout National Conference Delegate
· Fair Winds Girl Scout Council-GB-JAMPS Vice-Chairman; Flint, MI

Awards and Recognitions

· Business Ethics Curriculum Development-Management and Marketing
· Interactive Video Class Curriculum development-Accounting and Marketing
· $1,500.00 Prevention Training Workshop Mini-Grant
· $10,000.00 State of Michigan Department of Health/ Center for Substance Abuse Training Grant
· State Grant-Regional Grant Writing Seminar Host; Crystal Mountain Resort
· Academic Dean's List-Baker College
· Fifth Annual City Wide Minority Students Higher Education Scholastic Achievement Award ... Women Day Committee-Certificate of Recognition
· The Mid Michigan-Indiana Annual Conference Leadership Training Certificate
· Certificate of Achievement- Revelation Seminar- Seventh Day Adventist
· Leadership Award-Fair Winds Girl Scout Council
· Appreciation Award- Leadership-Fair Winds Girl Scouts Council; Troop 875
· Recognition for Significant Achievement in Gospel Music
Jonathan L. Harmon
Information Technology Specialist

Results-driven IT Specialist with a reputation for designing and implementing creative turn key business solutions for numerous clients with varied needs ranging from web design to wireless networking to technology coaching and education.

- Demonstrated ability to work independently on complex projects while maintaining a high standard of professionalism.
- Outstanding leadership abilities; ability to organize and direct all phases of project based efforts while managing, motivating, and leading project teams.
  - Adept at communicating complex computer ideas in user friendly terms.
  - Track record of successfully troubleshooting, repairing, and building computer systems.

Core Competencies

- Help Desk Support
- IT Education
- PC Repair & Troubleshooting
- Wireless Networking
- System integration
- Business technology analysis

Certifications

- CompTIA A+ Certified Technician
- Microsoft Certified Professional

Technical Proficiencies

Languages: HTML, Javascript, PHP, and CSS
Tools: Photoshop, Acrobat, Dreamweaver, CuteFTP, Fireworks, Flash, MS Office, Open Office 2, The Gimp, Norton Ghost, McAfee/Norton Virus Protection Utilities, WAMP, Drupal

Professional Experience

Impact Business Group (contractor), Grand Rapids, MI 2011 - Present
Data Integrity Specialist – Universal Forest Products
Work providing various data integrity services. Recent tasks include:

- Providing Q & A for an ongoing digital catalog project for Home Depot
- Creating and implementing product records and catalog structure using Microsoft Commerce Server

Infigo Technologies, Grand Rapids, MI 2010 - Present

**Founder and Chief Developer – Infigo technologies**

Provide Internet marketing services to small businesses recent projects include:

- Currently redesigning a web site for Aardvark Window Cleaning LLC.
- Designed and implemented a new web site for Mow and Plow, Inc.

Otterbase (contractor), Grand Rapids, MI 2008 - 2010

**Web Site Administrator - Alticor Global Sales**

Actively support GBISLink.com, a site serving Platinum/DD and above business owners. Recent additional tasks include:

- Consulting with Rob Davidson to provide support for digital video camera and associated application.
- Serving as Global Sales Lead on Global Mobile Team (Device Agnostic and Apple resident application) reporting to Greg Bouman.
- Editing and coding GBISLink HTML Help Files for refurbishment.

Harmon Interactive, Grand Rapids, MI 2007 - 2008

**Information Technology Consultant**

Work directly with small business owners to create stable, cost effective IT solutions. Recent projects include:

- A network based, e-commerce system integration encompassing multiple components including a custom PHP/MySQL web application, Mail Order Manager 6, FedEx Ship Manager, MS Access, and Crystal Reports for an on-line retailer based in Holland, MI.
- Designing, building, and administering websites for a Grand Rapids Coffee House and a Grand Rapids Realtor
- Implementing an IP Security camera system for a Grand Rapids Coffee House


**Information Technology Consultant**

Assisted clients by filling a variety of short term project-based roles. Recent assignments include:

- Providing technology asset inventory for a large mortgage bank branch in Kalamazoo
Assisted a Grand Rapids university with level-one help desk support web-based and desktop applications for a user base of over 10,000 students and faculty members.

Harmon Music Studio, Grand Rapids, MI 2004 - 2007
**Owner / Principle Instructor**
Managed every aspect of running a successful music instruction studio. IT projects included:
- PC maintenance, upgrades, and software installations.
- Digital recording and notation systems implementation and maintenance.
- Design, maintenance, and administration of the company website.

Davenport University, Grand Rapids, MI 2004 - 2005
**Adjunct Business Technology Professor**
Helped undergraduate students master the fundamentals of business technology:
- Designed and delivered lectures and presentations.
- Created course syllabus, tests, quizzes and lecture notes.
- Classes instructed include:
  - Introduction to Computers
  - Introduction to Computer Information Systems
  - Internet Marketing
  - Introduction to Web Design

Education

Masters of Business Administration
Grand Valley State University, Grand Rapids, MI

Bachelors of Science in Communication
Grand Valley State University, Allendale, MI

Affiliations and Organizations

Junior Achievement Guest Lecturer

Junior Achievement Business Basics Instructor
Toastmasters International

West Michigan Cisco Users Group
James Amos

Employment History:

Parchment Public Schools
January 2010 – Present. Network Administrator
I work in a Novell network environment with Windows XP computers and GroupWise E-mail. I help supervise two part time employees for imaging the computers throughout the district over the summer, inventorying hardware, and managing the Windows Servers. My servers do everything from anti-virus management, accounting work, a telephone instant alert system, enterprise server backup, anda Moodle e-learning site. I am also available to help students and teachers learn about the computers and programs. I help the district save money by researching products and vendors to find the best use of our resources. I also make recommendations on computer hardware, software and network equipment as needed.

Western Michigan University, College of Arts and Sciences, Technology Center, Kalamazoo Michigan
January 2008- Present, Apple Computer Administrator
My responsibilities include supervising two-three student employees who troubleshoot classroom problems and providing help to professors. I service and monitor seven Mac OS servers, a Linux CUPS Server and twelve PC/Mac labs across campus. I administer software updates, computer imaging, and web development/resources for faculty and students. I am available for in-class tech support, in training for faculty and students on how to use the university’s computer systems and network resources that are available to them. I also assist faculty in planning course websites and setting up Wiki’s on our web servers and keep our website up to date.

Douglas and Sons Inc., Kalamazoo Michigan
April 2006- October 2009, Stock Assistant/ Forklift Driver/ Maintenance
My responsibilities included working in shipping and receiving: operating a forklift and stocking new inventory. I handled deliveries, customer orders, bank deposits, and store supplies. I also maintained building equipment, performed yard maintenance and cleaned the parking lot. I fixed the computer when it needed maintenance and kept the warehouse cleaned and organized.

Comstock Public Schools, Kalamazoo Michigan
October 2003- August 2004, Technology Staff Team Member - Internship
My responsibilities included maintaining the school’s computer lab in a Novell Netware and GroupWise 6.5 e-mail environment. I was involved in troubleshooting problems, imaging computers, assisting teachers and faculty with computer issues and filling out trouble tickets.

Comstock Township Library, Kalamazoo Michigan
November 2002- June 2003, Computer Technician - Internship
My responsibilities included providing client and server support in a Windows NT environment, user creation and administration and troubleshooting. I also assisted in patron’s use of our system, employee training, updating the website and recovery of a corrupted accounting system. I also kept the website up to date.

Education:

- Western Michigan University
  M.A. Educational Technology Expected Graduation December 2012
- Western Michigan University
  B.A. General University Studies, focus in History and English, Minor Political Science Graduated December 2009
- Kalamazoo Valley Community College
  Associates in Liberal Arts Graduated Class of 2007

Additional Education and Certifications:

- Graduate of Kresa Technology Program (certification courses for A+ and Net+)
- KVCC CIS 112 Linux/Unix Certification Course
JEAN E LEMMENES

1859 W. Lakewood Blvd.
jeanlemmenes@sbcglobal.net
Holland, MI 49424
616-283-5263

SYNOPSIS

Jean Lemmenes is a visionary leader with creative and entrepreneurial skills in organization, educational programming and artistic production. Her 20 years of experience working in ministry, music education, information technology and public education make her a valued asset to a variety of program areas. Jean relates well to all ages and is an excellent communicator with proven skills in empowering leadership. Above all, she is highly regarded for her integrity, character and wisdom.

PERFORMANCE STRENGTHS

- Ability to see the big picture and cast vision and values within it
- Intuitive and sensitive to others with a caring and teachable heart
- Proven technical skills, including computer, video and audio
- Proven self starter, very focused and highly motivated
- Excellent presentation and interpersonal skills
- Brings a creative and fresh perspective to projects
- Excellent written and oral communication skills
- Ability to motivate, encourage, manage and empower team members
- Excellent teacher, preacher and leader of volunteers of all ages
- Flexible to time and understands the demands of leadership related positions
- Energetic with a positive attitude and a desire to achieve excellent results

EXPERIENCE

DIRECTOR OF WORSHIP
Grace Community Church (RCA), Holland, Michigan.
Worship Pastor and visionary administrator of all artistic ministries used to enhance the worship experience. Responsibilities include planning worship for two different style services; leading praise team; designing graphics; editing video and creating all visual technology; directing Adult Choir and Bell Choir; equipping and empowering volunteers in worship ministries. (Part-time. December, 2009-Present)

ADJUNCT MUSIC PROFESSOR
Kuyper College, Grand Rapids, MI
Applied music instructor for students in worship arts degree program. Teaching private piano, voice and guitar lessons. (Part-time. January, 2010-Present)

ASSOCIATE PASTOR - MINISTER OF WORSHIP ARTS AND SPIRITUAL FORMATION
Lakeland Reformed Church, Vicksburg, Michigan.
Worship leader, administrator of all artistic ministries used to enhance the worship experience, administrator and development of spiritual formation classes and fellowship experiences for all ages.
Responsibilities also include managing teams of volunteers, equipping and empowering ministries, casting new programming vision, planning worship for traditional and contemporary services, leading the worship band, preaching, pastoral care, designing graphics; editing video and creating all visual technology; budget development. (June, 2007-October, 2009)

ASSISTANT FOR THE DISTANCE LEARNING PROGRAM
Western Theological Seminary, Holland, Michigan.

Administrative Assistant for the Distant Learning Director, classroom teachers and students. Also assisted in teaching others the computer program used for the program; entered data into system; planned seminar schedules; created online teaching tools for professors. (March, 2007-May, 2007: filled position for someone on medical leave)

ASSOCIATE PASTOR - MINISTER OF WORSHIP AND CREATIVE ARTS
Fellowship Reformed Church, Holland, Michigan.

Worship pastor, music director and visionary administrator of all artistic ministries used to enhance the worship experience. Responsibilities included planning worship for three different style services; empowering, equipping and managing teams of volunteers; designing graphics; editing video and creating all visual technology; created new ministries including drama team, sacred dance team, youth worship band, family worship services and Creative Arts Camp; casting vision for new ministry programs; pastoral counseling and visitation; spiritual formation coaching and mentoring; preaching; supervising part-time worship staff; developing and overseeing budgets; initiated and developed building fund raising project; general church administration. Responsibilities also included serving as interim Chairperson of the Ministry Leadership Council (Executive Consistory) from April, 2004-May, 2005 during transition period after resignation of Senior Pastor. Duties included casting overall leadership vision, creating yearly budget, overseeing church management and ministries, empowering and motivating lay leaders during transition period. (August, 2000-August, 2006)

MINISTER OF CHRISTIAN EDUCATION
Fair Haven Ministries, Hudsonville, Michigan.

Visionary leader of all education ministries for adults and children. Responsibilities included creating new ministry opportunities; teaching adult elective classes; providing spiritual formation opportunities; leading children's mid-week club; equipping, coaching and managing volunteers; overseeing Children and Worship ministry; creating and implementing summer camp ministry; and assisting in general church administration as part of staff team. (July, 1996-August, 1999)

DIRECTOR OF EDUCATION, YOUTH AND MUSIC
Fellowship Reformed Church, Hudsonville, Michigan.

Visionary leader, developer, and administrator of all music, education and youth ministries. Responsibilities included managing teams of volunteers, providing educational growth opportunities; enhancing worship with creative music expressions; mentor and pastor to the youth; member of building addition fund raising team along with assisting in planning new addition to church building; budget development and oversight for programming. (Part-time, 1990-1993, Full-time, 1993-1996)

MUSIC TEACHER
Hortonville Community Schools, Hortonville, Wisconsin.

Responsibilities included teaching 5th-8th grade general music, 6th grade choral and instrumental music, and high school show choir, oversight of budget, management of schedule and curriculum, created curriculum for middle school general music classes. (August, 1986-May, 1990)
PROFESSIONAL ACTIVITIES

- Cran-Hill Ranch Program Committee Chairperson, 1991-1999
- General Synod-Program & Worship Coordinator for 2004 Women’s Triennial Conference

EDUCATION

   Ordained, September, 2000: RCA-South Grand Rapids Classis, Synod of the Great Lakes
   Clinical Pastoral Education (1 Unit), October, 1999-March, 2000 (Pine Rest – Adult Unit,
   Grand Rapids)

M.R.E., May 1993, Western Theological Seminary, Holland, Michigan.

B.A. May, 1986, Northwestern College, Orange City, Iowa
   Major: Choral Music Education
   Minor: Instrumental Music Education

RELATED EXPERIENCE

Knowledgeable in Audio-Visual technology (experience training others and leading AV teams)
Proficient in video editing – Pinnacle Studio
Proficient in graphics/photo editing – Adobe Elements
Proficient in Microsoft Word, Excel, Power Point & Publisher; Techsmith Camtasia Studio (computer
screen capture)

Successfully wrote and implemented Day Camp, Vacation Bible School & Creative Arts Camp
Curriculums
   (These curriculums were used from 1992-2009 at Fellowship Reformed Church, Hudsonville; Fair
   Haven Ministries, Hudsonville; Fellowship Reformed Church, Holland; Lakeland Reformed Church,
   Vicksburg)

ADDITIONAL INFORMATION

Myers-Briggs Personality Assessment Type – ENFJ
DISC Assessment Type – D/I

Vocal Musician: Trained in classical and contemporary styles.
   Current member of The Holland Chorale
   Student of Nicholas Loren (retired opera singer teaching in Holland, MI)
REFERENCES

Rev. Dr. Ken Eriks, Director of Revitalization and Leadership, Reformed Church in America
(616) 698-7071, ext 235, keriks@rca.org (former Senior Pastor at Fellowship Reformed, Holland)

Rev. Aaron Anderson, Pastor, Grace Community Church, Holland, MI
(616) 915-6255, pastoraaron@graceofholland.org (current supervisor at Grace Church)

Dr. Meri MacLeod, Consultant, Trainer, International Researcher at The Digital Seminarian (formerly of Western
Theological Seminary), Holland, MI; (616)403-4289, merim@digitalseminarian.com

Rayetta Perez, Administrative Assistant to the President, Western Theological Seminary
(616) 392-8555, ext. 103, Rayetta.Perez@westernsem.edu (member of Fellowship Reformed, Holland)

Rev. Sharon Knibbe, Chaplain- Holland Hospital, Holland, MI
(616) 460-8251, sharon.knibbe@gmail.com (professional colleague)

Rev. Ed Schmidt, Sr. Pastor, Lakeland Reformed Church, Vicksburg, MI
(269) 649-1703, revedschmidt@comcast.net (former supervisor at Lakeland Reformed)
Mary Oden

EDUCATION:

- **Master’s of Education** (M.Ed)  
  Curriculum and Instruction  
  Major: English Minor: Mathematics  
  Ferris State University  
  Magna Cum Laude GPA 3.61 May 2006

- **Bachelor of Science Electrical Engineering** (BSEE)  
  Communications Systems  
  Michigan Technological University  
  Cum Laude GPA 3.34, May 1994

CERTIFICATION:

- **Michigan Teaching Certificate**, English (7-12); Math EX (7-12) June 2007-6/2013

RELEVANT COURSEWORK:

- **Linear Algebra**  
  **Statistics**

- **Differential Equations**  
  **Fundamental Concepts in Mathematics**

- **College Geometry**  
  **Analytical Geometry – Calculus 3**

- **Communications Systems, Michigan Tech**

Student Teaching – Big Rapids Middle School 2005-2006 school year

- **Math** – 7th and 8th Grade with Mrs. Tracy Pippin ½ semester.
- **English** – 7th and 8th Grade with Mrs. Sue Randolph ½ semester.

- Incorporated Instructional technology in several lessons for which I was responsible for planning.
- **Pre Practicum** – Manistee Middle School, Manistee, MI
- Observed classroom English teacher four hours, grades 7-8.
- **Pre Practicum** – Mason County Central High School, Scottville, MI
- Observed classroom English teacher two hours, grade 12.
- **Pre Practicum** – Reed City High School, Reed City, MI
  Developed and assisted English teacher grades 9-12, 75 hours.

COMPUTER SKILLS:

- **Software**: All MS Office programs, Tested as Master user for Microsoft Word and Excel. Adobe Photoshop, Frontpage, Goldwave, Perl, C, Assembly Language.
• My senior project for Communications systems in 1988 was a report on telecommunications in the workplace and in schools. I posited that videoconferencing would not only save money in travel and classroom expenses but that in the future we would all be using videoconferencing frequently in not exclusively. While the technology exists for three-dimensional video-conferencing, the infrastructure is still being developed. I am passionate about the use of technology to further educational goals and objectives.

• Hardware: IBM, fax, scanner, digital camera, monitor, projector.

TEACHING EXPERIENCE:

WyzAnt.com, Scottville, MI  March 20011 – present
Professional Tutor
• Tutoring algebra while managing box office for 2 locations and running home based business.
• Mastered online instructor qualification tests in varied subjects exceeding expectations.
• Teach and troubleshoot internet ticketing software.

Club Z!, Santa Clarita CA  Aug 2008 – May 2009
Professional Tutor
• Tutor: one-on-one tutoring in the student’s home.
• I tutor all subjects but have focused on: Physics, Algebra, College Algebra, Chemistry, SAT prep, and AP Physics.
• Through my instruction, all my students were able to exceed their educational goals.

All Stars Enrichment, Santa Clarita CA  Sept 2008-May 2010
Classroom Instructor
• Responsible for after school enrichment programs in local elementary schools.
• Collaborated in Curriculum development and lesson planning with the owner.

Senior Service Engineer
• In charge of remote software troubleshooting and service for warehouse software created by Provia.
• Responsible for writing custom software routines in order to access each customer’s intranet.
• Utilized software engineering and customer service skills to solve technical problems in high pressure, mission critical environment.

Thomson Consumer Electronics, Indianapolis, IN  March 1998- Oct 1999
Electrical Engineer
• Wrote Assembly Language software 8-bit microprocessors for RCA remote controls.
• Performed hardware service, traced circuit schematics, troubleshooting, software optimization and verification.

Boehringer-Mannheim, Indianapolis, IN  May 1997 – Feb 1998
Service Engineer
• In charge of customer service and hardware support for diabetic care software and equipment.
• Responsible for remote trouble-shooting for programs and computer systems installed in doctor offices.
• Duties included computer service and repair.

Delco Electronics, Kokomo, IN  Sept 1989-Feb 1997
Electrical Engineer
• Executed several co-op assignments involving both hardware and software.
• Responsibilities included the writing of database programs in Microsoft Access, the building of hardware test equipment, and the writing pseudo-random number generator software to test microprocessor in white noise environment.
• In charge of Assembly Language software engineering for the Airbag division.
• Wrote Assembly language software for 8-bit microprocessors in real-time application. Optimized software routines, designed routines in Perl and C.
• Tore down competitive hardware systems for reverse engineering.

WORK AND VOLUNTEER EXPERIENCES WITH CHILDREN:
• Substitute teacher Mecosta/Osceola ISD 2/04- 6/2005 - all grades levels.
• Substitute teacher Mason-Lake and Manistee ISD 3/01- 12/02 - all grades levels.
• Missionettes teacher (Assembly of God Church group), grade 5.
• Coach/Trainer - Scottville High School Scotties (Flag Corps) Sept. – Nov. 2000 grade 8.

PROFESSIONAL SEMINARS:
• Dr. Richard Allington, Ferris State University April 2002
• Mecosta-Osceola ISD Area-Wide Professional Development Day - Collins Writing Program October 10, 2003.

ADDITIONAL EMPLOYMENT:
• Forensics Judge, Mason County Central High School, Spring 2002 & 2003.

References furnished upon request