

## 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

<b>Exemplar</b>	<b>Total Points Possible</b>
1. Description of comprehensive improvement services	25
2. Use of scientific educational research	15
3. Job embedded professional development	15
4. Experience with state and federal requirements	15
5. Sustainability Plan	15
6. Staff Qualifications	15
<b>Total Points Possible</b>	<b>100</b>
<b>Minimum Points Required for Approval</b>	<b>70</b>

**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.

## APPLICATION OVERVIEW

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.

<b>1. Federal EIN, Tax ID or Social Security Number</b>		<b>2. Legal Name of Entity</b>			
		Robert Half International Inc.			
<b>3. Name of Entity as you would like it to appear on the Approved List</b>					
Robert Half Technology					
<b>4. Entity Type:</b>		<b>5. Check the category that best describes your entity:</b>			
<input checked="" type="checkbox"/> For-profit <input type="checkbox"/> Non-profit		<input checked="" type="checkbox"/> Business <input type="checkbox"/> Community-Based Organization <input type="checkbox"/> Educational Service Agency (e.g., RESA or ISD) <input type="checkbox"/> Institution of Higher Education <input type="checkbox"/> School District <input checked="" type="checkbox"/> Other (specify): <u>Specialized Temporary Recruitment company</u>			
<b>6. Applicant Contact Information</b>					
Name of Contact Lara Dodo		Phone 905. 273. 4092		Fax 905. 273. 6217	
Street Address 1 Robert Speck Parkway, Suite 940		City Mississauga		State ON	Zip L4Z 3M3
E-Mail lara.dodo@rhi.com		Website rhi.com			
<b>7. Local Contact Information</b> (if different than information listed above)					
Name of Contact Matthew Horist		Phone 616. 451. 7000		Fax 616. 454. 4508	
Street Address 333 Bridge Street NW, Suite 500		City Grand Rapids		State MI	Zip 49504-5320
E-Mail matthew.horist@roberthalftechnology.com		Website rhi.com			
<b>8. Service Area</b>					
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.					
<input checked="" type="checkbox"/> Statewide					
Intermediate School District(s):			Name(s) of District(s):		

## 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**

<b>Station 1</b>	<b>Stations 2 and 3</b>
<p><b>Characterized by:</b></p> <ul style="list-style-type: none"> <li>• An engaging, rigorous, and relevant learning task allows students to investigate and conceptualize the BIG Ideas of unit or concept.</li> <li>• 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.</li> </ul>	<p><b>Characterized by:</b></p> <ul style="list-style-type: none"> <li>• The continuation of building and solidifying vocabulary and the key concepts developed during the task in which they engaged during Station 1.</li> <li>• Introduction or extension learning either online or face to face.</li> <li>• Multiple opportunities for students to practice, receive assistance, and succeed.</li> </ul>
<p><b>Importance based on research:</b></p> <ul style="list-style-type: none"> <li>• Learning is a social construct.</li> <li>• Students construct, elaborate and build on each others’ knowledge.</li> <li>• Thinking is made public allowing teachers to informally assess students’ understandings and misconceptions.</li> <li>• The conceptual base constructed allows students to formulate a mental model connecting learning that will come in the next days of the cycle.</li> </ul>	<p><b>Importance based on research:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Prior knowledge and vocabulary learned during Station 1 instruction supports the reading of expository text, and independent or teacher supported learning.</li> </ul>
<p><b>Students will:</b></p> <ul style="list-style-type: none"> <li>• Engage in a Disciplinary Literacy task individually, in small groups or whole-group.</li> <li>• Investigate and use prior knowledge to construct meaning.</li> <li>• Explore, investigate and discuss to make connections.</li> </ul>	<p><b>Students will:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Use technology based applications, manipulatives, computer modules and projects to further solidify knowledge.</li> <li>• Practice, assess, and extend learning.</li> </ul>

<p><b>Adults will:</b></p> <ul style="list-style-type: none"> <li>• Identify and clarify learning objectives.</li> <li>• Facilitate discussions, assess students, and use questions to advance student thinking; group students for discussion/tasks.</li> <li>• Build background knowledge related to key concepts and learning objectives.</li> <li>• Intervene on behalf of struggling students by providing scaffolding and additional support.</li> <li>• Give feedback on work and discussions.</li> </ul>	<p><b>Adults will:</b></p> <ul style="list-style-type: none"> <li>• Facilitate learning individually or in groups; face to face or electronically.</li> <li>• Intervene on behalf of struggling students by providing scaffolding and additional support.</li> <li>• Give feedback on work and discussions.</li> <li>• Group students for discussions and tasks.</li> <li>• Help students with technical issues.</li> <li>• Monitor student behavior.</li> </ul>
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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 3<sup>rd</sup> 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 Michigan Department of Education  
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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.

**Exemplar 5 Narrative Limit:** 2 pages (insert narrative here)

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

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### **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 1<sup>st</sup> 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

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**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**

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**Western Michigan University, Kalamazoo, Michigan, BA Graduated August 2000**

**Matthew Horist, CCNA, SMBAM, SMBEN**

14779 Williams Way ♦ Grand Haven, MI 49417 ♦ (616) 639-6564 ♦ [mhorist@gmail.com](mailto:mhorist@gmail.com)

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Career

Accomplishments  
and Achievements

- Over 8 years experience in Technical Staffing including Business Development, Account Management, Recruiting, Leadership and Training.
- 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 tradeshow, 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

large margin

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

Kforce Professional Staffing

Aug '05, Nov '07

***Technical Recruiter***

Grand Rapids, MI

- 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

Aug '03 – July '05

***Promoted to Program Management Information Technology / Electronics***

Holland, MI

- 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

**Grand Haven Charter Township** 2004  
- 2006  
***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

Grand Haven Charter Township 2002 – 2003

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**Board Member, ZBA**

Grand Haven, MI

New Foundation Methodist Church

2001 – 2002

**Director of Worship**

West Ottawa, MI

**2<sup>nd</sup> 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 – Identocard 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 Windows Server 2008, 2003, 2000, NT  
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 Office 2007, 2003, 2002, 97  
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)

# Lydia

## 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  
2008

March 2008-December

**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  
2008

September 2007- June

**Adjunct Faculty**

Instruct Business Administration courses for students in undergraduate ... curriculum programs. (Accounting, Management and Marketing)

Flint Odyssey, Inc., Flint, MI  
2002

October 2001 to February

**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

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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  
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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

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Tom Foley Associates-MDPH/CSAS License #740049  
Saginaw, Michigan

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 63<sup>rd</sup> 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

**Platforms:** Windows 98, 2000, XP, Vista, and Server 2003

**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

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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

Robert Half International, Grand Rapids, MI

2007 - 2008

### **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

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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, and a 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

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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 Music Major Director, Cran-Hill Ranch, Rodney, MI , (Worship & Music Major Camp 1991-1999)
- Cran-Hill Ranch Program Committee Chairperson, 1991-1999
- Cran-Hill Ranch Board of Directors, Board: 1993-1999, Vice Chair: 1998-1999
- Synod of the Great Lakes Youth Ministries Team, 1992-1998
- M.R.E. Class President at Western Theological Seminary, 1992-1993.
- Synod of the Great Lakes Camp & Coordinating Council, 1994-1996
- General Synod-Program & Worship Coordinator for 2004 Women's Triennial Conference
- Regional Synod of the Great Lakes, Executive Committee member, 2003-2009.
- Regional Synod of the Great Lakes, Personnel Committee member, 2007-2009.

## EDUCATION

M. Div., May 2000, Western Theological Seminary, Holland, Michigan.

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)

Instrumental Musician: Primary instruments: piano, acoustic guitar, keyboards, trumpet and organ.

## REFERENCES

Rev. Dr. Ken Eriks, Director of Revitalization and Leadership, Reformed Church in America  
(616) 698-7071, ext 235, [keriks@rca.org](mailto: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](mailto: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](mailto:merim@digitalseminarian.com)

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

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

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



- 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 2011 – 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.

**Provia Software, Grand Rapids, MI**

**Oct 1999-July 2000**

***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 psuedo-random number generator software to test microprocessor in white noise environment.
- In charge of Assembly Language software engineering for the Airbag division.

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- 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.
- Choreographer for high school musical “The Music Man”, Feb-May 2002, grades 4-12.
- Forensics Judge – Mason County Central H.S. Jan 2002 – 2005, grades 9-12.

**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***