

SECTION: 15

DATE:
June 22, 2023

BOARD OF REGENTS
EASTERN MICHIGAN UNIVERSITY

RECOMMENDATION

REAPPOINTMENT OF CHARTER SCHOOL BOARD MEMBERS

ACTION REQUESTED

It is recommended that the Board of Regents reappoint the seven (7) candidates listed below to serve three-year terms on the Board of Directors for the following public school academies (charter schools) authorized by Eastern Michigan University:

Charter School	Board Candidate(s)	Action
Academy for Business and Technology	David Vincent	Reappointment
Commonwealth Community Development Academy	Cynthia Smith	Reappointment
Commonwealth Community Development Academy	Grace Vereen	Reappointment
Detroit Public Safety Academy	Kenneth Dettloff	Reappointment
Detroit Public Safety Academy	Rolanda Williams	Reappointment
Great Lakes Academy	Elaine Miller	Reappointment
Hope Academy	Chedrin Chambers	Reappointment

STAFF SUMMARY

According to the resolutions, which establish these public school academies (charter schools), vacancies on the Boards of Directors shall be filled by the Eastern Michigan University Board of Regents.

Academy for Business and Technology

David Vincent is currently a Laboratory Manager at KAMAX L. P. in Troy, Michigan. He graduated from Southgate Community Schools in Southgate, Michigan. Mr. Vincent is a parent of children attending the Academy for Business and Technology. This is a reappointment.

Commonwealth Community Development Academy

Cynthia Smith is a Branch Manager Vice President of PNC Bank in Oak Park. Ms. Smith earned her degree from Michigan State University. This is a reappointment.

Grace Vereen retired from Detroit Public Schools where she served as an Administrator. She also previously served as an Elementary Education Field Instructor for Michigan State University. Ms. Vereen earned an Administrative Certificate in Elementary Administration and a Master Degree of Education in Elementary Education, both from Wayne State University in Detroit, Michigan. This is a reappointment.

Detroit Public Safety Academy

Kenneth Dettloff retired from the Michigan Department of Correction-G. Robert Cotton Correctional Facility where he served as a Corrections Officer in Jackson, Michigan. He earned a Bachelor of Science Degree in Education from Eastern Michigan University in Ypsilanti, Michigan and an Associate Degree in Criminal Justice from Washtenaw Community College in Ypsilanti, Michigan. This is a reappointment.

Rolanda Williams served as a Sales Representative at Value Plus in Detroit, Michigan. She earned a Pharmacy Technician Certification at Kaplan University in Detroit, Michigan. She is a parent of a student attending Detroit Public Safety Academy. This is a reappointment.

Great Lakes Academy

Elaine Miller retired from General Motors Corporation in Pontiac, Michigan where she held the position of Program Manager for Engineering Operations. She earned a Bachelor's degree in Business Administration from Alcorn State University in Lorman, Mississippi and also attended Michigan State University. This is a reappointment.

Hope Academy

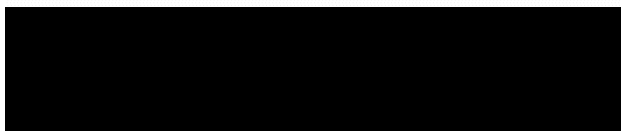
Chedrin Chambers is a Restoration Service Specialist for Lowes of Southfield, MI. He studied Flight Science at Western Michigan University in Kalamazoo, Michigan and graduated from Benjamin Oliver Davis Aerospace and Technical High School in Detroit, Michigan. He is a certified Private Pilot. This is a reappointment.

FISCAL IMPLICATIONS

None.

ADMINISTRATIVE RECOMMENDATION

The proposed Board action has been reviewed and is recommended for Board approval.



University Executive Director
Rhonda Longworth, Ph.D.

5/25/23
Date

David M. Vincent

CAREER SUMMARY

Laboratory Manager/Test Technician/Environmental Health and Safety Coordinator with broad experience in all levels of product testing seeking rewarding employment in the industrial, aerospace or automotive industries. Substantial experience in adapting and designing test setups to suit needs of each individual customer for the global automotive markets. Areas of proficiency scheduling, budgeting, adapting to rapidly changing customers requirements hazardous waste management and test setup design. I enjoy a challenge, able to learn quickly and work with others. I am customer service orientated and quality driven.

PROFESSIONAL EXPERIENCE

KAMAX L.P.

Laboratory Manager

October 2013 - Present

- Managed the Corporate Test and development Laboratory where Design Verification, Production Validation, Annual Validation, and R & D evaluation of our worldwide offering of products was conducted for automotive fasteners.
- Manager team of 8 direct report employees.
- Work within and maintain compliance to all ESH guidelines and directives regarding set worth by MIOSHA, DOT, and KAMAX policies.
- Work with wide variety of test equipment including but not limited Durability Testers, Tensile/Compression frame, Data Accusation Systems, and Hand Force Gages.
- Work on cross functional team on 8D investigations and root cause analysis
- Calibration coordinator responsible for scheduling and maintaining all records for the test lab, engineering, quality, and the production departments in compliance with TS 16949 procedures.
- PPAP coordinator for the corporate lab for all customers.
- Maintain lab metrics for generating internal reports on tracking departmental efficiency through equipment utilization, productivity, employee hours worked and other related issues.
- Maintain supply of common use materials for lab i.e.- consumable test supplies, tools , safety products and internal resources from plants.
- Trained in metallurgical sample prep, durability testing, life cycle testing, Rockwell hardness on metal, durometer testing, corrosion testing, cleanliness testing, tensile and compression testing to customer requirements, Rockwell and Brunel hardness testing, leak testing, tensile and compression testing, dye penetration testing, impact testing, rub wear, block on ring, abrasion testing, reflective cavitation testing, and surface finish testing.

KOSTAL Kontakt Systeme, Inc (KKS-A)

Laboratory Technician and Calibration Coordinator

April 2013 – October 2013

Work on all aspects of electrical connector testing.

- Testing on Design Verification, Production Validation, Annual Validation, and R & D evaluation of our worldwide offering of various multi pin connectors.
- Work within and maintain compliance to all ESH guidelines and directives regarding set worth by MIOSHA, DOT, and KOSATAL policies.
- Work with team to build and prove out new test equipment for emerging product to meet and exceed customer specifications.
- Work with wide variety of test equipment including but not limited to Electro Mechanical Shaker, Environmental chambers, Durability Testers, Tensile/Compression frame, Data Accusation Systems, and Hand Force Gages.
- Design and build test fixtures and specialized test setups for non-standard components.
- Work on cross functional team on 8D investigations and root cause analysis
- Calibration coordinator responsible for scheduling and maintaining all records for the test lab, engineering, quality, and the production departments in compliance with TS 16949 procedures.

Infotree Services working at - Eaton Corporation

Laboratory Technician – Contract short term assignment

Oct 2012 – April 2013

Work on all aspects of in Tank product testing for worldwide customers of Eaton Corp.

- Testing on Design Verification, Production Validation, Annual Validation, and R & D evaluation of our worldwide offering of various in tank products – e.g. roll over valves, shut off valves, flapper valves, liquid trap drain valves, fill line vent valves.
- Build, test, and certify proto type parts prior to delivery to customers.
- Work within and maintain compliance to all ESH guidelines and directives regarding set worth by MIOSHA, DOT, and Eaton policies.
- Work with team to build and prove out new test equipment for emerging product to meet and exceed customer specifications.
- Work with wide variety of test fuels and certified fuels
- Design and build test fixtures and specialized test setups for non-standard components.
- Conduct fuel tank and related product testing, including but not limited to fill test, slosh test, roll over leak test, shut off height test, reopening pressure test, flow rate test, life cycle test, liquid leak test, air leak test, pivot slosh and drain test.

TI Automotive

Laboratory Technician – Contract short term assignment

July 2012 – Oct 2012

Oversee all aspects HVAC testing for worldwide customers of TI Automotive.

- Work with R134a and new HFO1234ya refrigerants for air conditioning assemblies and components.
- Operate and maintain refrigerant gas reclamation systems and control emissions.
- Testing on Design Verification, Production Validation, Annual Validation, and R & D evaluation of our worldwide offering of products was conducted for fuel connectors, adaptors, EOC / TOC hose assemblies, Injection molded thermoplastic components, and stamped metal brackets.
- Work within and maintain compliance to all ESH guidelines and directives regarding set worth by MIOSHA, DOT, and TI Auto policies and ISO 14001 recordkeeping.

Our Lady Queen Of Angels – Catholic Church

Chairman of Parish Finance Counsel

Nov 2011 – Present

Oversee all aspects of parish financial operations including, but not limited to budget, cost estimating, soliciting and review of bids, and commissioning work.

- Chair five member counsel overseeing parish budget and spending.
- Direct fundraising activities and solicit donations for food pantry, shelter for the homeless, and other charitable functions.
- Manage all aspects of bi-annual rummage sale, Christmas wreath sale, back to school event, mom to mom sale.
- Final approver for all expenses for parish over \$2000.
- Champion waste reduction, cost saving initiatives, and environmental green programs.
- Lead Archdiocese Parish Merger Team.

Hutchinson FTS

Laboratory Manager – Contract short term assignment

Feb 2011 – Nov 2011

Oversee all aspects of day to day operation of lab resources and management for 4 technical employees.

- Managed the Corporate Test and development Laboratory where Design Verification, Production Validation, Annual Validation, and R & D evaluation of our worldwide offering of products was conducted for radiator hose, water hose, air conditioning assemblies and components.
- Stepped in and took over total operation of corporate lab on short notice when previous manager left the company.
- Managed all chemical inventory and waste disposal in compliance with Michigan Department of Environmental Quality, DOT & EPA requirements.
- Maintain lab metrics for generating internal reports on tracking departmental efficiency through equipment utilization, productivity, employee hours worked and other related issues.
- Maintained supply of common use materials for lab i.e.- consumable test supplies, tools , safety products and internal resources from plants.
- Designed and implemented systems for data collection, reporting, and preventive maintenance program.
- Coordinated, facilitated, and oversaw all aspects of laboratory relocation from corporate offices in Troy, MI. to new location in Livingston, TN.
- Oversee cost estimating of internal testing and review of quotes from out source testing. Coordinate off site testing to insure compliance to all test requirements.
- Worked extensively with internal quality department on suspect defective customer returned parts for warrantee and related issues. Coordinated out side test analysis when needed.
- Trained current employees and coop students on lab practices and testing procedures.
- Streamlined test setup and portable equipment using universal connector system (multi pin) to eliminate confusion and assure desired results first time – every time.

U.S. Census Bureau - Department of the U.S. Camber of Commerce

Crew Leader

2009-2010

Oversee all aspects of day to day operation of field enumeration and management for 27 enumerators.

- Supervised 24 enumerators and 3 crew leader assistants during field operations.
- Located space for training, and notified new employees of training locations, dates, and times.
- Conducted training sessions for 25 trainees.

- Implemented mandatory training by using classroom instructions, practice interviews, and on-the-job guidance.
- Provided instruction on enumeration procedures and familiarized trainees with reports and forms used to collect data.
- Performed preparatory duties such as checking boundaries and becoming familiar with the areas where employees would work.
- Assigned duty areas to employees, observed employees in the field, and provided on-the-spot assistance and supervision.
- Reviewed and certified daily payroll and progress reports and ensured that work was completed within established time schedules.
- Advised supervisor of progress and performance, and made recommendations for dismissal of those who could not or would not perform required duties.

COOPER-STANDARD AUTOMOTIVE, Auburn Hills, MI

1997-2009

NVH control sealing and fluid systems supplier; 72nd largest tier 1 global automotive supplier.

ITT Industries FHS was purchased by COOPER STANDARD in 2006

Lead Technician/Lab Supervisor

2006-2009

Oversee all aspects of day to day operation of lab resources and management for 12 technical employees.

- Supervised the Corporate Reliability Test Laboratory where Design Verification, Production Validation, Annual Validation, and R & D evaluation of our worldwide offering of products was conducted for fuel connectors, adaptors, EOC / TOC hose assemblies, injection molded thermoplastic components, and stamped metal brackets.
- Managed all chemical inventory and waste disposal in compliance with Michigan Department of Environmental Quality, DOT & EPA requirements.
- Facility officer for approval of all new chemicals brought in to corporate lab.
- Maintained MSDS data base and reviewed all old documents for updated as required.
- Coordinated all safety and environmental training for all key lab personnel.
- Emergency responder/Fire Captain for building fire and safety committee and business continuity plan team. 24 hour on call person for the facility, primary contact for building emergencies.
- Trained as hazmat spill response commander, onsite waste management and prepared hazardous and nonhazardous materials for transport to disposal sites.
- Moved the corporate lab from a low quantity waste generator to a conditionally exempt location meeting MIDEQ and EPA requirements.
- Worked with and trained staff on proper use of lab equipment, including but not limited to VOM, oscilloscope, soldering station, data acquisition equipment, proprietary software systems, specialized hand tools, custom test equipment.
- Maintain lab metrics for generating internal reports on tracking departmental efficiency through equipment utilization, productivity, employee hours worked and other related issues.
- Maintained supply of common use materials for lab i.e.- consumable test supplies, tools , safety products and internal resources from plants.
- Designed and implemented new lab layout for maximum efficiency in support of lab move and expansion due to consolidation of related facilities. Lab went from 48,000 to 76,000 square feet and absorbed equipment from multiple locations throughout North America.
- Worked extensively with and served as local liaison in support of production facilities in South America, Europe, Asia, and Pacific Rim to meet O.E.M. global testing requirements.
- Responsible for cost estimating of internal testing and review of quotes from out source testing. Coordinate off site testing to insure compliance to all test requirements.
- Specify requirements, collect bids, review, recommend, and purchase new lab equipment and services.

ITT Industries FHS, Auburn Hills, MI
Global fuel and break systems supplier

Lead Technician/Lab Supervisor (ITT Industries FHS)

1997-2006

Oversee all aspects of day to day operation of lab resources and management for 25 technical employees.

- Implemented a 24 hour monitoring and data acquisition system for the electromechanical shakers, eliminating the need for a 2nd and 3rd shift.
- Conducted testing on fuel and break lines, connectors, couplers, tubes, hoses, adapters, and assemblies for all phases from design verification, PPAP, production validation, and annual validation.
- Designed and implemented new test fixture for long term test that doubled equipment efficiency and a cost avoidance of 2.5 million dollars.
- Trained in metallurgical sample prep, durability testing, life cycle testing, Rockwell hardness on metal, durometer testing on elastomeric products, permeation of multi layer polymer tube, leak testing, burn through testing, corrosion testing, cleanliness testing, VLD testing, tensile and compression testing to customer requirements.
- Trained new employees co-op students and interns in operation of all lab test equipment, maintained training records in compliance with internal audit and TS16949 procedures.
- Environmental, Health and Safety coordinator for facility trained in hazardous and non hazardous material handling & storage, preparation for transport in compliance with D.O.T. requirements. Maintained MIDEQ and ISO14001 records.
- Preventative maintenance coordinator for facility responsible for performing, scheduling and maintaining records and logs in compliance with TS16949 audit procedures.
- Member of building fire and safety committee and business continuity plan team. 24 hour on call person for the facility, primary contact for building emergencies.
- Started a PPE program in the building, creating and defining zones that required specific PPE.
- Instated industrial hygiene monitoring program, a hearing conservation program, and annual training for all affected employees.
- Emergency responder/Fire Captain for building fire and safety committee and business continuity plan team. 24 hour on call person for the facility, primary contact for building emergencies.
- Created and implemented a multi-level training system for lab and non-lab personnel related to hazmat and PPE awareness.
- Worked extensively with internal quality department on suspect defective customer returned parts for warrantee and related issues. Frequently on FEMA teams.
- Worked with internal and external customers to substantially reduce volume of annual testing for cost savings for all involved.
- Specify requirements, collect bids, review, recommend, and purchase new lab equipment and services.

Climax Research Services, Farmington Hills, MI
Metallurgical test and analysis laboratory

Lead Technician and Project Coordinator

1995-1997

Responsible for conducting tests to meet specification requirements. Work independently and direct other technicians to meet goals and deadlines.

- Originally started in lab as associate technician and worked up through promotions to lead technician and project coordinator.
- Trained in metallurgical sample prep, Rockwell and Brunel hardness testing, leak testing, tensile and compression testing, dye penetration testing, impact testing, rub wear, block on ring, abrasion testing, reflective cavitation testing, and surface finish testing.
- Preventative maintenance coordinator for facility responsible for performing, scheduling and maintaining records and logs in compliance with A2LA audit procedures.
- Trained new employees and interns to meet lab standards on test procedures and equipment.

ADDITIONAL TRAINING

Team Leadership, 8D investigation, MS Office 2003, D.O.T. Haz Mat & R.C.R.A certified, familiar with ISO, and TS audit procedures and record keeping.
Enhanced Michigan Drivers License with Chauffeur Endorsement
Powered fork truck operator.

MEMBERSHIPS / AFFILIATIONS

Society of Automotive Engineers, Associate Member

2003 to present



Cynthia D Smith

Branch Manager in the Detroit market Results-focused executive leader adept at maximizing revenue and customer acquisitions. 40-year successful history in banking industry. Talented manager and proactive decision maker. Results-focused executive leader adept at maximizing revenue and customer acquisitions. 40-year successful history in banking industry. Talented manager and proactive decision maker.

- Loan approvals
 - Analytical problem solving
 - Staff training
 - Sales proficiency
 - Professional demeanor
 - Revenue generation
 - Risk mitigation
 - Security knowledge
 - Operations management
-

Branch Manager Vice President, 10/1979 to 02/2020

PNC Bank – Detroit, MI

- Upheld stringent bank standards for loans, money handling and legal considerations.
- Utilized up-to-date information to make effective decisions governing bank operations.
- Built and maintained productive relationships with internal and external C-level executives to facilitate business success.
- Defined strategies for and made proactive adjustments to maintain results.
- Encouraged employee development and promoted management staff from within.
- Recruited, interviewed, hired and trained employees and implemented mentoring program to promote positive feedback and engagement.

Grace E. Vereen

OBJECTIVE To maintain a position as a Board Member of Commonwealth Community Development Academy.

Education **POSTGRADUATE STUDIES**
WAYNE STATE UNIVERSITY

- ***Administrative Certificate, Elementary Administration (1992)***
- ***Master of Education, Elementary Education (1980)***

Experience **Field Instructor, Michigan State University (2005- May 2022)**

- **Plan and conduct TE 501 and 502 seminars bi-weekly**
- **Explain expectations for all written assignments, lesson plans, school projects, and participation in school activities**
- **Visit classrooms for bi-weekly observations**
- **Schedule and conduct mid-term and final conferences with interns and mentor teachers**
- **Prepare written observations notes and complete feedback forms of interns teaching lessons in all core subject areas**
- **Attend DAET monthly staff meetings**
- **Complete and submit Field Instructor Contact Logs monthly**

Principal, Detroit Public Schools (1999-2005)

Westside Multicultural Academy

Medicine Bear Native American Academy

- **Responsible for the closure and consolidation of two educational facilities and programs into one Pre-K through Eighth Grade School Community**
- **Manager and administrator for the daily operations of an elementary through middle school facility**
- **Monitor and evaluate instructional and non-instructional staff**
- **Facilitate parental involvement activities**
- **Prepare and manage facility and program budget**
- **Provide School improvement leadership**

Professional Development

- EMU Charter Schools Board Training (October 2022)
- Assessing Your Governance Work (January 2023)

ken dettloff



PROFILE

I am a retired Correction Officers with 22 years experience and I retired last year. Before working as a Correction Officer, I worked as a Private Investigator and Reserve Police Officer. I also taught school for a few years at the Adult Ed level

EXPERIENCE

Michigan Department of Corrections 6/97-5-22 Correction Officer

As an Officer, I supervised prisoners, ran groups incurring anger and substance abuse groups.

EDUCATION

Eastern Michigan University, BSed, 1984

Washtenaw Community College, AD in Criminal Justice

SKILLS

Over the past few years, I have gained experience as a Board member and attaining the position of Vice President. I work well with the other Board members, school staff and the students and feel this is my strongest skill. I communicate with everyone in the school and attend as many school functions I can from basketball games to Senior Pinnings and Graduation Ceremonies.

ROLANDA WILLIAMS

[REDACTED]

SKILLS & ABILITIES

Recognized for excellent leadership skills

Demonstrates aptitude for developing new skills and able to multi-task effectively

Organized, detail orientated, able to work in high pressure environments

Strong communication skills and customer service

Proficiency in computer operations and data entry

Sound judgement, seeking professional assistance when needed

EXPERIENCE | Sales Rep Value Plus 07/2010-01/2016

Cash handling, daily audit of receipts

Suggestive selling and merchandising

Assist with hiring and training of new employees

Telemarketing ACS 02/2007-03/2007

Phone solicitation for charitable contributions

Cashier/ Sales Associate EB Apparel- Kids For Less 08/2005-12/2006

Cash handling, daily audit of receipts

Suggestive selling and merchandising

Maintain stock room

Facilitating new employee training


Assistant Manager Dunham's Sports 08/2001-03/2004

Assist in supervision of sales floor and employees

Cash handling, daily audit of receipts

Coordinate merchandise for sales promotions

Assist with hiring and training of new employees



EDUCATION | Kaplan University 2008-2009 Pharmacy Technician Certification

University of Detroit Mercy 2001-2002

Renaissance High School 1997-2001 Graduate

REFERENCES | Available upon request



Elaine Miller

Objective To obtain a position that will allow me to utilize my professional and personal experiences to advance the vision and mission of the organization. (Available – Now).

Experience **1972-2003 (Retired)** **General Motors Corporation** **Pontiac, MI**

Positions Held

Program Manager – Engineering Operations
Administrative Coordinator – Correspondence Center - Engineering
Office Administrator – Engineering Specifications
Administrative Secretary to Manufacturing Director

Responsibilities Included

- Coordination and facilitation of workshops and seminars for large groups
- Provided Administrative support to managers and Directors of Programs Management Office.
- Supervision of several Administrative Centers
- Providing structure and organizational resolutions
- Development and maintenance of effective and manageable budgets
- Development of effective concepts in project management

1989-2014 **New Mount Moriah MBC** **Pontiac, MI**

Positions Held

Executive Administrator
Administrative Coordinator for the Full Gospel Baptist Church Fellowship
Christian Education Instructor
Member, Bishop's Cabinet
Responsibilities included Payroll Coordinator as well as HRM Facilitator
Great Lakes Academy Board Member (Treasurer)
Substitute Teacher for the Pontiac Schools

Responsibilities Included

- Coordination of the day-to-day operations of the ministry
- Supervision of ministry staff & volunteers
- Coordination of major events to include Conferences, Workshops, and Seminars
- Providing the Bishop with information needed to make informed decisions regarding the administrative needs of the ministry

1978-2012 (Part-time) **Pontiac School System** **Pontiac, MI**

Instructor

Part-time instructor for Accounting and Shorthand

1969-1971 **Central High School** **Liberty, MS**

Administration

Handled administrative needs of the Principal

Education**1965-1969****Alcorn State University****Lorman, MS**

B.A., Business Administration

1974-1975**Michigan State University****Troy, MI****Skills**

- Extension courses in Counseling and Administration
- Extensive Workshops in management and Administration
- Strong leadership and management skills including the ability to direct others and make wise decisions based on technology and economics
- Extensive background in counseling, instruction and program development.
- Benchmarking and comparative organizational evaluation studies
- Proficient in Microsoft Office Suite and Quickbooks
- Experienced in Accounting and Finance

CHEDRIN CHAMBERS



PROFESSIONAL SUMMARY

Seasoned management professional who excels in establishing excellent working relationships with customers, employees, vendors and contractors. High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth. Specialist with broad background in operations, project and risk management. Enthusiastic team player dedicated to process improvements and staff development.

SKILLS

- Exceptional interpersonal communication
- Effective leader
- Efficient multi-tasker
- Organized
- Client account management
- Staff training/development
- Consistently meet goals
- Deadline-oriented
- Conflict resolution

WORK HISTORY

Restoration Services Specialist, 09/2014 to Current

Lowe's, Inc. – State Of Michigan, MI

- Built relationships with contractors to increase likelihood of repeat business.
- Engaged with contractors in a sincere and friendly manner.
- Contacted other store locations to determine merchandise availability.
- Responded to contractor/customer questions and requests in a prompt and efficient manner.
- Recommended merchandise to contractors/customers based on their needs and preferences.

Project Specialist Exterior, 12/2011 to 09/2014

Lowe's, Inc. – Southfield, MI

- Greeted customers in a timely fashion while quickly determining their needs.
- Recommended merchandise to customers based on their needs and preferences.
- Wrote sales slips and sales contracts.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Contributed to team success by exceeding team sales goals by 30%.

Department Manager Plumbing/Electrical, Lowe's, Inc., 12/2009 to 12/2011

Lowe's, Inc. – Southfield, MI

- Partnered successfully with other home services departments to produce a seamless customer experience.
- Worked directly with the kitchen and bathroom departments, clients, to achieve an unmatched high quality of customer service.
- Hired and trained new staff.

Department Manager Flooring/Appliance and Kitchens, Lowe's, Inc., 12/2008 to 12/2009

Lowe's, Inc. – White Lake, MI

- Accurately estimated time and materials costs for projects.
- Provided accurate measurements and estimates for all projects.
- Consistently assumed additional responsibilities and worked extended hours to meet project deadlines.
- Loaded and unloaded building materials used for construction.

Department Manager Seasonal, Lowe's, Inc., 01/2007 to 12/2008

Lowe's, Inc. – Southfield, MI

- Directed 12 warehouse seasonal associates.

- Led warehouse improvement initiatives to advance operational efficiencies.
- Received, stored and shipped goods and materials.
- Cleaned and maintained the warehouse in compliance with OSHA safety standards.
Operated forklifts and other heavy machinery safely.

Installed sales Manager, 12/2005 to 01/2007

Lowes, Inc. – Southfield, MI

- Supervised a sales force of six sales associates.
- Supported the sales team in writing proposals and closing contracts.
- Developed quarterly and annual sales department budgets.
- Planned and directed staff training and performance evaluations.
- Trained all incoming sales team members.
- Contacted customers by phone and email in response to inquiries.
- Promptly resolved all customer requests, questions and complaints.
- Built relationships with customers and the community to establish long-term business growth.

EDUCATION

Field of Study: Flight Science, 1995-1997

Western Michigan University - Kalamazoo, MI

High School Diploma: 1995

Benjamin Oliver Davis Areospace and Technical H.S. - Detroit, MI

CERTIFICATIONS

Michigan Sales License

Private Pilots License

Notary Public