

**Facts**

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- I have worked on launching two startup companies, both my own and as a consultant for a not-for-profit corporation involved in marketing a commercial product.
- I was on the speaking circuit from 1996 to 2003, presenting sessions at technical conferences and other venues in the U.S. and Europe
- I have written extensively for several internationally-known technical magazines, and have co-authored two books
- I received a BSBA (Summa Cum Laude '89) from Lawrence Technological University with a concentration in Marketing
- I worked in the field of Software Development for over fifteen years

**Much of my work has required me to function as a business analyst. I have also been involved in the professional development of employees and colleagues. In the process I have acquired the following skills:**

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- The ability to quickly learn about a wide variety of businesses, business processes and business environments
- The ability to quickly learn technical subjects
- The ability to analyze and abstract, so as to better see the commonality between different businesses, processes, disciplines, areas of concern, or communities.
- The ability to communicate what I have learned to others, verbally, using visual media, and in writing, tailoring the content appropriately to the target audience
- The ability to empathize and understand areas of human conflict and sensitivity within and between businesses and organizations

**The following items describe the types of work that have been most satisfying to me throughout my business career.**

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- Listening to people, learning of their needs, and then trying to meet those needs in a way that empowers them, and provides them with information or services that address the core issues behind those needs.
- Working closely with others, especially in a collaborative or facilitative role.
- Speaking before a group, particularly to guide, inform or educate.
- Learning about businesses and organizations, what they do, how they do it and the challenges they face in improving their effectiveness and efficiency.
- Learning about technical issues, whether they relate to science, technology, public policy, business processes, regulation or any other complex field.
- Dealing with the challenge of coherently organizing information on a complex subject and putting that information into a form that can be easily understood by others.
- Using computers to collect, organize, relate, and present information.
- Attending conferences, conventions, interest group meetings and other networking venues where a shared enthusiasm for professional life and work is in evidence.

**I have been employed or serviced clients in the following fields and industries**

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| <ul style="list-style-type: none"><li>• Warehousing and distribution</li><li>• International and domestic cargo transportation - ocean, air, rail and truck</li><li>• Human services</li><li>• Manufacturing</li><li>• Business travel services</li><li>• Automotive aftermarket</li><li>• Inventory control and purchasing</li><li>• Fire fighting</li><li>• Retailing</li><li>• Food service</li><li>• Plastics manufacturing</li></ul> | <ul style="list-style-type: none"><li>• Charitable foundations</li><li>• Direct marketing</li><li>• Industrial coatings</li><li>• Land surveying</li><li>• Worker's compensation insurance</li><li>• Customer service</li><li>• Sales support</li><li>• Fine art sales</li><li>• Custom Software</li><li>• Computer and Network Support</li></ul> |
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