

DELORES BIRCH

5555 Any Street West | Oklahoma City, Oklahoma 55555 | 555-555-5555 | name@email.com

LEADERSHIP DEVELOPMENT / MANAGEMENT PROFESSIONAL

Change Leadership | Infrastructure Design | Coaching & Mentoring | Training Facilitation | Client Advocacy

Service-centric coach and mentor with comprehensive experience designing and facilitating development programs, guiding teams in the execution of best practices, and fostering empowerment and accountability throughout diverse groups. Extensive involvement in managing high-profile clients and accounts, providing consultative leadership and support, and designing innovative strategies to improve sales, service, and operations. Refined skills in aligning initiatives with department and organizational goals. Demonstrate excellent written, verbal, and interpersonal communication skills, combined with the ability to garner acceptance for major change programs. Completing integrated M.B.A. / B.S. program with concentrations in coaching and organizational leadership.

PROFESSIONAL EXPERIENCE

STATE UNIVERSITY, Oklahoma City, Oklahoma
Assistant Director – Leadership Center

2004 – 2006

Charged with developing, implementing, and continually bolstering center offerings including leadership breakfasts, monthly newsletters, the Leadership Lessons Live program, and an annual leadership symposium with 450+ attendees. Coordinate all logistics for networking events including managing database administration, selecting sites, planning agendas, acquiring required equipment, sourcing and selecting invitees, and approaching key community leaders to share successes and best practices. Publish monthly newsletter to reinforce messages and increase exposure.

Challenges: Play a key role in developing and refining the State University Leadership Center infrastructure, goals, and missions, working in partnership with the Director and University President to foster a program that will serve as a catalyst and resource to raise the level of leadership in Oklahoma. Manage functions, priorities, and initiatives effectively while producing solid results and pursuing integrated undergraduate and graduate degrees.

Selected Highlights:

- **Developed the Leadership Lessons Live program** offering current and future leaders an on-demand collection of articles and presentations from selected leaders, faculty, staff, and leadership program students.
- **Assisted in the planning and execution of the annual Leadership Symposium**, a full-day event attracting 450+ attendees from business, government, education, and nonprofit organizations.
- **Accountable for managing State University Press**, playing a key role in facilitating the publishing process including reviewing book drafts, collaborating with printer, and directing online and event sales.

MANAGEMENT HEALTH SYSTEMS, Edmond, Oklahoma
Director – MCO Services

1998 – 2004

Reported directly to the President while managing Employer and Provider Services divisions comprised of 24 team members servicing and supporting a network of 52,000 employers and 13,000 workers' compensation certified providers respectively. Additionally held responsibility for directing the 7-person Customer Care department fielding 10,000+ incoming calls each month from injured workers, employers, and providers. Trained, mentored, and coached staff to provide exemplary account management services within the strict regulatory requirements of the Oklahoma Bureau of Workers' Compensation. Authored and produced articles, advertisements, marketing collateral, and quarterly newsletters.

Challenges: Provide leadership, direction, and coaching to team members within two divisions and the Customer Care Department, while developing and coordinating positive open enrollment campaigns and overseeing account management functions for the second largest Managed Care Organization (MCO) in the state.

Selected Highlights:

- **Crafted and executed marketing plans for 3 open enrollments**, leading to combined sales in excess of \$25 million, a focus on municipalities, and penetration in 74 of 84 counties in Oklahoma.
- **Selected as 1 of 20, out of 1,200 potential participants**, to enter the Leadership Development Program, a 2-year professional training series focused on unleashing leadership and development talents.

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PROFESSIONAL EXPERIENCE

(CONTINUED)

MANAGEMENT HEALTH SYSTEMS – CONTINUED

- **Coached and guided team members** to bolster empowerment, increase accountability, and raise the level of leadership within entire divisions.
- **Balanced the rigors of leading 3 managers with differing styles and approaches**, by fostering open communications, disseminating desired goals, and coaching each to refine leadership skills.
- **Instrumental during the integration of Anthem**, participating in strategic planning, process mapping, and systems migration efforts while experiencing no service interruptions and an increase in service levels.

VISIONS LIFE INSURANCE COMPANY / ABC FINANCIAL GROUP, Edmond, Oklahoma

1994 – 1997

Marketing Director / Director of Training

Recruited to lead the Structured Settlement Department through efforts managing daily operations, customer service teams, broker relationships, and employee development initiatives. Oversaw payout and administrative team in managing book of business and supporting the development of a sophisticated indexed annuity product.

Challenges: Assume heightened levels of accountability as organization embarked upon a major transitional period and relocated select Oklahoma team members to Texas. Develop training curriculum for new infrastructure and culture, recruit new employees, and continue to travel between two locations while maintaining marketing and training responsibilities.

Selected Highlights:

- **Pivotal in recruiting, training, and assimilating new and transferred employees** into a new organizational culture, requiring extensive process mapping, collaboration with seasoned team members, and facilitation of week-long training program.
- **Developed all training materials** to provide customer service representatives with key information pertaining to processes, systems, and desired performance objectives.

~ Additional experience as a Settlement Administrator with Investments Inc. / STUV Settlement Corp., managing client base and annual sales exceeding \$5 million. ~

PROFESSIONAL INVOLVEMENT

TECH USA

~ Nonprofit organization dedicated to maximizing the utilization of technology in K-12 education ~
Steering Committee / Marketing & Communications Subcommittee Chair – 2004

ACADEMIC BACKGROUND

STATE UNIVERSITY, Oklahoma City, Oklahoma

Master of Business Administration, Focus on Coaching – December 2007

Bachelor of Science in Management, Minor in Organizational Leadership – April 2007

~ Completed undergraduate coursework 8/06 within Integrated B.S. / M.B.A. Program ~