

*Gifted life coach, leader, and manager, with proven inspirational, marketing, technology and platform skills. Over three decades of top-level work in all aspects of entrepreneurial and personal empowerment, especially for women. Accomplishments range from establishing the highly-respected Women's Business Center of Northern Virginia to mentoring founders of half a dozen other centers here and abroad... expert in adult learning strategies, group and team dynamics ... outstanding ability to articulate vision and translate it into concrete action at all levels ... seasoned mentor with an enduring commitment to human empowerment ... sense of humor and love of the work*

## **Representative Accomplishments**

1. Established Heart's Harvest, a Life Transitions Coaching practice, following graduation from the Gestalt International Study Center in Wellfleet, MA in 2017. Achieved Professional Coach Certification (PCC) from the International Coach Federation (ICF). Have coached 750+ hours.
2. Founded, built, and directed all phases of the operations of the Women's Business Center of Northern Virginia. From its establishment in 2001 through 2011, the WBCNoVa trained over 20,000 women, delivered 1,000 workshops, and provided over 3,000 hours of free one-on-one technical assistance and counseling in business startup skills. Created and delivered ten sold-out Women Entrepreneurs Expos with an average of 350 businesses in attendance.
3. Served as the public face of women's economic empowerment in Northern Virginia from 2004 to 2011 through speeches, radio interviews, Congressional testimony, and over 100 e-newsletters that reached 6,500 people a month.
4. During the first-ever Global Summit in London, scripted all four plenary sessions and gathered professionals and celebrities (including Martina Navratilova) from 26 countries and 80 multi-national organizations and businesses to share best practices for keeping LGBT employees safe in the 29 states where one can be fired simply for being LGBT, and more importantly in the 79 countries where gays can be jailed or executed.
5. Responsible for the conversion of two manual registration systems into fully automated information management systems that provided all the information needed to track customer relationships, manage scheduling of appointments and coursework, administer billing, generate mailing lists, help counselors manage client portfolios, and most important, analyze the economic impact of each entrepreneur's operation.
6. For seven years, personally designed and delivered a variety of workshops for private and public sector managers covering group and meeting dynamics, performance management, team building, leadership, Myers Briggs, innovation, and managing change.
7. Managed a full-service branch of a \$120 million bank and was credited with transitioning an unprofitable location into a highly successful one in under three years before turning age 27.

## **Honors and Awards**

- Named by Washington Metropolitan Area District Office of the Small Business Administration:
  - "Women in Business Advocate of the Year" 2003
  - "Women in Business Champion of the Year" 2006
  - "Women's Business Center of Excellence" 2009
- Congressional testimony before the U.S. House of Representatives' Small Business Committee on behalf of the Association of Women's Business Centers, May 2007 and February 2009.



policies and procedures and initial curriculum for the Center, and hired the first Director.

2004-2009 **Co-Founder and Director** Business Incubation Center

Worked with CBP's President to create an incubation center for clients who had outgrown their home offices but were not yet ready for commercial space. Personally developed Center policies, procedures, and sub-lease arrangements and found furnishings for four offices. Recruited and screened potential clients, met with them monthly to establish goals and priorities and track performance against them, and secured the services of volunteer attorneys, CPAs, and marketing, government, and IT professionals to support their growth. Once it was fully established, turned this in-house and virtual incubation Center over to a Director to oversee; it now also provides mail and telephone services, room rentals, business services, and social media training, and, as of this writing, houses six businesses.

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1996-2000 **Director of Public Program Operations** NTL Institute for Applied Behavioral Science  
Arlington, VA

Responsible for all aspects of a \$3.5 million operation required to produce 140 week-long personal development workshops for 2400 participants annually. Managed three teams of those responsible for participant counseling and registration; program site and logistics coordination; member/trainer relations and fulfillment services for training products and programmatic materials.

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1988-1995 **Founder and President** Bradwood Resources, Inc.  
Burke, VA

A woman-owned corporation devoted to professional, managerial, and organization development. Affiliated with Sterling Institute, The Dreiford Group, and the National Capital Presbytery as a senior consultant conducting management workshops in the areas of group and meeting dynamics, performance management, team building, leadership, Myers Briggs, managing in a downsized environment, innovation, and managing change.

Client systems served included:

Pacific Bell Telephone	ABC News	U.S. Navy	Ameritech Services
Internal Revenue Service	G.E. Aerospace	United Way	U.S. Postal Service
Environmental Protection Agency	Bell Communications Research	Dorchester General Hospital	California Public Utilities Commission
Saskatchewan Telephone	Newport News Shipbuilding	U.S. Department of Education	U.S. Postal Service Management Academy

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1981-1988 A series of advancements within the Marketing Department: from fast-track management trainee, to telephone system consultation and sales, to developing a regional tradeshow program (a new initiative for AT&T post-divestiture), and finally, to creating a premier DC-based sales and exhibition center for key decision makers to visit when finalizing large-dollar-volume purchases. **AT&T**  
Washington, DC

1985-1988 **Manager** AT&T's Communications Planning Center  
Washington, DC

Provided consultation and resource coordination for over 1000 sales and training seminars conducted at AT&T's premier client conference center in Washington, D.C. Developed and delivered 30 major key executive conferences for the clients of 60 sales branches in 13 states involving coordinating hundreds of employees and the use of two tractor-trailers to deliver equipment to each site.

1984 - 1985 **Regional Tradeshow and Exhibits Manager** AT&T Communications  
Oakton, VA

Post-divestiture, established and managed AT&T's first regional exhibits program for the Mid-Atlantic States. Designed and led training programs for personnel for more than 30 trade shows.

1981-1984 **Account Executive and Fast Track Management Trainee** Michigan Bell Telephone, Detroit, MI  
C&P Telephone, Washington, DC  
Used industry expertise and consultative selling techniques to sell PBX and multi-line telephone systems to financial institutions including banks, savings and loans, and credit unions.

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1979-1981 **Branch Manager** **People's Bank of Holland**  
Holland, MI

Managed the full service branch of a \$120M bank, trained and managed staff. Credited with converting an unprofitable location into a highly successful one. Managed and sold the bank's repossessed cars.

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1974-1979 **Educator** **A variety of schools**  
Michigan and Virginia

Worked in the high school and adult education fields in a variety of positions including teaching English, coaching girls' aquatics, GED certification, job placement and counseling, for both private and public organizations. Served populations ranging from suburban and inner city high school youth to adult refugees and CETA Title One recipients.

## Education

### **Gestalt International Study Center, Wellfleet, MA**

Coaching Certificate, April 2017. Achieved Professional Coach Certification (PCC) from the International Coach Federation (ICF) representing 500+ hours of coaching, September 2019.

### **American University/NTL Institute for Applied Behavioral Science, Washington, DC**

Master of Science, Human Resource Development/Organization Development, conferred December 1987. Comprehensive examination cited as "Distinguished." Practicum at ABC News, Washington Bureau.

### **Hope College, Holland, MI**

Bachelor of Arts (Cum Laude). Major - English, Minor - Social Studies and Michigan Secondary Provisional Teaching Certificate, conferred May 1976.

### **American Banking Institute, Davenport College, Grand Rapids, MI,**

Management/Banking coursework completed 1979.

### **AT&T/Bell System, Detroit, MI, Washington, DC, Oakton, VA**

Training in sales, management, labor relations, platform skills, telecommunications hardware and network services, 1981-1988.

### **NTL Institute for Applied Behavioral Science, Arlington, VA**

Human Interaction Laboratory, 1977; Training Program in Laboratory Education, 1996; Power Equity Group in Theory and Practice, 1999; Diversity Facilitation Skills, 2000.

### **Center for the Application of Psychological Type, Inc., Gainesville, FL**

Professionally Qualified User, Myers-Briggs Type Indicator, July 1988.

### **Shalom Mountain Retreat and Study Center, Livingston Manor, NY**

Participant in regular personal growth and leadership training, 1998-present. Retreat Leader for Women Loving Women, 2004-2010; Leadership Council 2007-2010; E-newsletter editor 2008-2011; Fundraising and Endowment Fund volunteer 2011-present.