

**2011 AZ LeaderForce
Volunteer Bios**
*(Coaches and *Champions)*

1. Kathy Allen

Ms. Allen has been an Independent Consultant and Contractor for over 20 years. She has traveled North America working in the areas of recruiting, customer service, leadership coaching, telemarketing, public relations, education, sales and marketing. She has also engaged in strategic partnerships for businesses, universities, technical schools and colleges. In addition, she created recruiting programs and training for awareness and early detection of adult students at risk. She has made substantial contributions in a volunteer or contract capacity for AmeriCorps, Make a Difference-Hands On Phoenix, University of Notre Dame, Young Life, YMCA & YWCA, DECA Program Judge for National Competitions, Junior Achievement, and PEP House/People Encouraging People. She is one of the founding board members for Great Lakes Soccer Association as well as past active member of Michiana Soccer Association, Peoria Chamber Past Board Member and Ambassador, Luke Military Affairs Committee, Glendale Chamber, Mesa Chamber and Mesa Convention Bureau marketing network. She has degrees from Indiana University and Bethel College and played soccer on club and college level, including coaching for over 12 years.

2. Michael Andrews*

Mr. Andrews is Managing Partner of Andrews & Associates, LLC, a consulting firm specializing in Emergency Planning, Continuity of Operations, Business Resumption Planning and Operational Readiness for business, schools and government entities. He is also the Senior Vice President and Chief Technology Officer of Sound & Optics Systems, a corporation responsible for developing products that support public and private entities, police and security organizations, fire fighters and first response units to reduce criminal acts or to support emergency response. The product mix includes systems that incorporate neural-based acoustical detection systems, chemical and biological signature recognition, optical tracking and seismic sensors.

Mr. Andrews is responsible for developing and implementing the Continuity of Operations (COOP) program offered by the GSA to the Executive Branch. The COOP materials have been used by over than 40 Executive Branch agencies. In addition, Mr. Andrews was the primary resource in the development of the Senate Emergency Preparedness Program. He developed the program for the U.S. Senate Sergeant at Arms and the Secretary of the Senate for the US Senate offices and Committees. He has been affiliated with domestic and national security GSA Office of Emergency Management and Department of Homeland Security programs. He is the former Vice President and Managing Partner of a consulting firm that specialized in operational assessments and quality programs, and General Manager of Training and Development for Nissan. He also co-founded a consulting firm specializing in electronics research and development. He served 10 years as Dean of Accounting and Computer Information Systems at DeVry Institute of Technology. Prior to becoming Dean, he served for 12 years in progressively responsible academic roles to Senior Professor of Technology.

Mr. Andrews is very involved in community activities including serving as the Arizona Region Coordinator for the Engineers Week Future City Competition, Chair of the National Advisory Board for the Future City Competition and co-Chair for the annual Salvation Army Christmas Dinner.

3. Joel Bierkestrand*

WORK HISTORY

- Interdenominational Minister and Life Coach, On the Way Ministry (2005 - present)
- Sunday morning adult education instructor at La Casa de Cristo Lutheran Church, Scottsdale (2005-present)
- The Village House Church Leader (2010-present)
- Part time Certified Professional Chauffeur with Onyx Express Luxury Transportation Services (2008 - present)
- Western International University, Phoenix, AZ (Adjunct Professor 2004-2010)
- Pastor for 32 years in four Congregations (Retired from Ministry in 2004)
 - Shepherd of the Hills Lutheran Church, Fountain Hills, AZ
 - Christ the King Lutheran Church, Phoenix, AZ
 - King of Glory Lutheran Church, Tempe, AZ
 - Trinity Lutheran Church, Ventura, CA

EDUCATION/CERTIFICATIONS/TRAINING

- Luther Seminary, St. Paul, MN – Master of Divinity in 1972
- Augsburg College, Minneapolis, MN – BA in 1968
- Southwestern Institute for the Healing Arts – Life Coach Certification in 2005

VOLUNTEER & COMMUNITY ACTIVITIES

- Member of Faculty Advisory Board at Western International University
- Member of a number of Ministerial Associations, Member of Rotary International (1993-2004)

- Board Member for Global Mission of Evangelical Lutheran Church in America (1997-2003) Chair of the Board (2001-2003)
- Convocator for California Lutheran University (1993-2004)
- Member of the Grand Canyon Synod (Evangelical Lutheran Church in America) Council & Executive Committee (1988-1992)
- Member of the Paradise Valley Village Planning Committee (1989-1993)
- Board Member for Habitat for Humanity – Valley of the Sun (1990-1993)
- Board Member for 8TH Place Center (Learning Center for Troubled Boys)

4. Cheval Breggins

WORK HISTORY

- Director of Operations, FIRST INSTITUTIONAL BAPTIST CHURCH, 2010-PRESENT
- Adjunct Faculty Instructor, CORNERSTONE UNIVERSITY, 2009-PRESENT
- Manager of Public Relations and Diversity, LANSING BOARD OF WATER & LIGHT, 2006-2010
- Part-Time On-Call Chaplain, SPARROW HEALTH SYSTEM, 2004-2010
- Musician, UNION MISSIONARY BAPTIST CHURCH, 2007-2009
- Director of Marketing & Media Relations , ST. VINCENT CATHOLIC CHARITIES, 2004-2006
- Assistant Vice President of Campaign/Executive Director, CAPITAL AREA UNITED WAY/MASON AREA UNITED WAY, 2001-2004
- Employment Service and Contract Manager, SOUTH CENTRAL MICHIGAN WORKS, HILLSDALE, MICHIGAN, 1998-2000
- Executive Director, YOUTHBUILD TOLEDO INCORPORATED, TOLEDO, OHIO, 1996-1998
- Employee Development Supervisor, CIMARRON EXPRESS INCORPORATED, GENOA, OHIO, 1994-1996
- Quality Assurance Social Program Specialist, MONTGOMERY COUNTY CHILDREN SERVICES, DAYTON, OHIO, 1990-1994

EDUCATION/CERTIFICATIONS/TRAINING

- Doctor of Philosophy in Business Administration-Marketing, NorthCentral University, Prescott, AZ. Expected completion 2012.
- Master of Business Administration-Marketing, University of Phoenix, Phoenix, Arizona.
- Bachelor of Arts in Communication and Psychology, Oberlin College, Oberlin, Ohio.

5. Michele Bressler*

WORK HISTORY

- Senior Department Manager, Discover Financial Services, Inc. - 1/19/87 – Present
 - 20 years management experience
 - Manages department of 100+, including exempt staff of 10
 - Consistently exceeds department goals
 - Positive feedback on Gallup Employee Opinion Survey
 - Facilitator for company training classes
 - Created financial skills training for employees

EDUCATION/CERTIFICATIONS/TRAINING

- B.S. Management, National Louis University, Wheaton IL
- M.S. Technology Management, University of Phoenix, Phoenix AZ

6. Victoria Crawford*

Small business owner and consultant with twelve years experience developing leading edge coaching, leadership and team development programs.

WORK HISTORY

- Founder, Way of Discovery, an coaching and consulting firm, 1998-present
- Certified Yoga Instructor; A Desert Song Yoga Studio, 1998-present
- Student for Physician's Assistant and Masters of Counseling, 1994-1998
- Teacher Deaf and Hard of Hearing through Phoenix Union School District, 1977-1979
- Taught Deaf and Hard of Hearing at University of Texas Medical Branch, Galveston, Texas, 1973-1976

EDUCATION/CERTIFICATIONS/TRAINING

- Ph.D. Candidate Coaches Training Institute Program- 2009-2010

- Social Artistry Leadership Program- 2007
- Certified Instructor for Best Year Yet Program -1999- current.
- Mediation Training. Frank Hanna Mediation Training. 2005
- Certified Yoga Instructor at A Desert Song Yoga Center- 1998- current.
- Student for Physician's Assistant and Graduate work in Counseling 1994-1998
- BS in Deaf Education from Southern Methodist University - 1973

VOLUNTEER & COMMUNITY ACTIVITIES

- Greater Phoenix Chamber of Commerce; 2008
- Arizona Organizational Development Network, 2008
- Arizona Facilitators Association; 2005-2010
- Arizona Yoga Alliance, 1998-2010
- Raised three children; active volunteer in the community and in Public schools, 1979-1993

7. Jason Crews

WORK HISTORY

- Arizona Collections Specialist, Business Direct Loss Recovery, Wells Fargo Bank, Jul 2010 to present
- Collector 3, Business Direct Loss Control, Wells Fargo Bank, March 2009 to July 2010
- Collector, Progressive Financial Services, Tempe AZ, May 2008 to July 2008
- Retail Customer Service, Music and Arts Center, Mesa Az, November 2005-January 2007
- Home Equity Loans and Lines of Credit Sales, OFS, Tempe AZ, August 2004 to January 2005
- Customer Service, and Sales Representative, Godaddy.com, Scottsdale AZ, Feb. 2004 – Nov. 2005
- Collector, Chase Bank, Tempe AZ, June 2003 to August 2004

EDUCATION/CERTIFICATIONS/TRAINING

- B.A., Music Education, Ottawa University, Phoenix AZ
- Mesa Community College - Business Management coursework

VOLUNTEER & COMMUNITY ACTIVITIES

- Desert Sounds Performing Arts Musical Mentors Program Coordinator
- Jester Drum and Bugle Corps Tour Manager

8. Kathy Dreyer*

WORK HISTORY

- Director, Compensation & HRIS , RSC EQUIPMENT RENTAL – Scottsdale, Arizona, 2005 - Current
- Director, Compensation, Benefits & HRIS, VITAL PROCESSING SERVICES – Tempe, Arizona, 2001 - 2005
- Manager, Compensation, TOSCO CORPORATION – Tempe, Arizona, 1998 - 2001
- Manager, Compensation and Benefits, DENAMERICA CORPORATION – Scottsdale, Arizona, 1996 - 1997
- Director, Compensation and Benefits , RURAL/METRO CORPORATION – Scottsdale, Arizona, 1994 - 1996
- Benefits Manager, TARMAC AMERICA – Herndon, Virginia, 1991 - 1994
- Acquisitions Benefits Analyst, MCI COMMUNICATIONS CORPORATION – Washington, DC, 1990 - 1991
- Benefits Manager, VIE DE FRANCE CORPORATION – McLean, Virginia, 1988 - 1990
- Benefits Analyst, THE WYATT COMPANY – Washington, DC, 1986 - 1988

EDUCATION/CERTIFICATIONS/TRAINING

- Rutgers University, Cook College, BS, International Economics
- The International Foundation of Employee Benefit Plans, Retirement Plan and Group Benefits Associate.
- World at Work - Successfully completed courses C4, C11, T3 and T4.

9. John Frick

Twenty-seven years of increasing responsibilities in operations, administration and senior management of financial-related and non-profit organizations, several as General Manager and Vice President. Areas of expertise include: fund raising, corporate finance, organizational management, sales, personal development. Valuable member of senior management, administrator, director of finance, chief of analysis, cash flow management.

WORK HISTORY

- Founder and Director, Community and Faith Initiatives, Phoenix, AZ, Current
- Sr. Director of Ministry Partners, Food for the Hungry Inc, Phoenix, AZ, 2004-2010
- Vice President of Operations, Partners In Action, Inc., Phoenix, AZ, 2001 - 2004
- General Manager, Iowanes Holdings, LLC, Tempe, AZ, 1997 - 2001
- Sales Representative, Recruiter, Trainer, Northwestern Mutual Life Insurance Company, Phoenix, AZ, 1983 - 1996

EDUCATION/CERTIFICATIONS/TRAINING

- Master of Business Administration, University of Phoenix, Phoenix, AZ, 2003
- ChFC and CLU Designation, American College, Bryn Mawr, PA, 1987 - 1988
- Graduate Work in Adult Education, Arizona State University, Tempe, AZ, 1982
- Graduate Work in Theology, Anderson University School of Theology, Anderson, IN, 1981
- Graduate Work in Theology, Fuller School of Theology – Extension Campus, Phoenix, AZ, 1980
- BA Degree in (1) Religion and (2) Marriage & Family Relations, Anderson University, Anderson, IN, 1975 - 1979

10. Lisa Gamble

WORK HISTORY

- HomeSmart International Real Estate, Scottsdale, AZ, 2008 – present
- Colonial General Insurance, 2008-2010
- Realty Executives, Scottsdale, AZ, 2004-2008 , 100% Club Award 2005
- Coldwell Banker Real Estate, Scottsdale, AZ, 2001-2004 Multi-Million \$ Producer
- Property Manager, P.B. Bell and Associates, Inc. Phoenix, AZ, 1984-1986

EDUCATION/CERTIFICATIONS/TRAINING

- Bachelor of Science, Marketing, Arizona State University, Tempe, AZ, 1982
- Real Estate License, Arizona School of Real Estate & Business, Scottsdale , AZ, 1998 –
- Community College classes: Public Speaking 1999 & Feature Article Writing 2000

VOLUNTEER & COMMUNITY ACTIVITIES

- The Phoenix Zoo
- Scottsdale Bible Church
- Scottsdale Christian Academy
- Professional Business Women of Scottsdale
- Make-A-Wish Foundation
- Free Arts of Arizona

11. Jerry Heikens

Jerry Heikens has a diverse and extensive background in for-profit and nonprofit management. He has served on the Executive Board of Directors for Packages from Home as Vice President of Finance. He has organized fundraisers and events for The Runestone Amphitheatre for the Performing Arts, the Chamber of Commerce, The Runestone Museum and The Listening Ear Crisis Center in his former community of Alexandria, MN. His expertise in coordination of events include, logistics, volunteer staffing, sponsorship and fundraising strategies. He worked on the production staff of the Miss South Dakota USA pageant for several years as well as other state pageant production teams.

Jerry is a former Human Resources Director for Northern Food & Dairy, where he was responsible for all community and public relations and acted as the liaison to the Rabbinical Koshering Organizations. As an Executive Assistant to the owner, prior to the above mentioned position, he was responsible for tracking daily profit & loss statements and monitored the monthly and annual budget and financial statements. As a former legislative aide, Jerry has a strong understanding of the legislative process. He is also a graduate of the Leadership Alexandria program, which was sponsored by the Chamber of Commerce in Alexandria, Minnesota. Jerry is a skilled presenter and trainer and has traveled nationally in consulting business entrepreneurs in the health and wellness arena. He brings a solid background in the financial and governance/compliance area of the nonprofit sector, as well as expertise in media relations leading to successful funding results.

Giving forward to the community is a priority in Jerry's life. He is the founder of the Phoenix Philanthropists, a tax-exempt organization that promotes philanthropic service, philanthropic scholarships, philanthropy literacy and philanthropic leadership throughout the greater Phoenix metro area.

12. Tom Hoover*

25 years of marketing/advertising/public relations experience. Years of experience in board development and fundraising.

WORK HISTORY

- Owner, Hoover Consulting, 1993 to 2011
 - Clients: Motorola, Intel, Bank of Scottsdale, SunCor Development, Del Webb, Hilton Hotels, Acura Dealers, Borla Automotive, Cragar Automotive, Southern California Transit, Best Western, Southwestern Eye Centers, Workmen Compensation of America, GE Capital, Allstate Storage
- Account Supervisor, Thelen Plus, Inc., 1989-1993
 - Clients: Phoenix Newspapers, Circle K Corporation, Samaritan Health Foundation
- Owner, Hoover Advertising, 1978-1989
 - Clients: Blue Chip Electronics, Phoenix Zoo, J.Duffey Jewelers, The Knife Shops, Dial Corporation, Trans Continental Foods

EDUCATION/CERTIFICATIONS/TRAINING

- Thunderbird Graduate School for International Management, 1969
- University of Arizona, 1966

VOLUNTEER & COMMUNITY ACTIVITIES

- Habitat for Humanity- Valley of the Sun, Served on Board for 10 years (1987-1997), Board President for 2 years
- Habitat for Humanity AZ (Statewide), Served on Board for 4 Years (1992-1996), President for 3 years, Executive Director 2 years
- Phoenix Youth At Risk, Served on Board (1997-2007), Board President 2 years. Mentor for 3 years
- Valley Leadership Class XXI

13. George Johnson

Forty years background in corporate finance and marketing. Broad based finance, management and administrative experience.

WORK HISTORY

- Ten years with General Electric, Corporate Finance and Administration
- Ten Years with ITT, Corporate Finance and Administration
- Fifteen years with Chase Bank, Corporate Finance, Marketing and Sales

EDUCATION/CERTIFICATIONS/TRAINING

- BS Degree, Arizona State University
- Arizona Department of Education Substitute Certificate

VOLUNTEER & COMMUNITY ACTIVITIES

- Church Leader

14. Rebecca Kenyon*

As a Financial Advisor in the Phoenix office of UBS Financial Services, Rebecca works with a variety of clients including individuals, families, business owners, not-for-profit organizations, religious organizations and endowments and foundations. Rebecca serves as a trusted advisor to her clients in helping them create financial planning strategies designed specifically for their unique situations. As you might expect from a long-time oncology nurse at one of the premier cancer centers in the US, Rebecca's service doesn't stop there. She puts the needs of her clients first.

Rebecca graduated with a Bachelor of Science degree in Nursing from Duquesne University in Pittsburgh. After graduating, she practiced oncology nursing as a chemotherapy and leukemia specialist in both the hospital unit and outpatient clinic, working for 7 years at the prestigious M.D. Anderson Cancer Center in Houston, TX. It was during those years that Rebecca learned valuable lessons on how precious life can be and how important it is to have someone by your side. It is exactly those attitudes that led her to a career in the financial services. As a financial advisor, Rebecca takes her responsibility to clients every bit as important as she did to her patients battling cancer. She is a consistent source of comfort, information and guidance no matter how tough the situation gets.

In keeping with a passion for service to her community and fellow man, Rebecca has been a volunteer for over 25 years in a variety of organizations. Rebecca currently serves in Phoenix Rotary 100, Delta Dental Foundation Board, Open Table Ministries, Enterprise Network and she serves as a consultant for several other not-for-profit organizations. In the past she has served as the Joint Auxiliary

Chairman for the East Valley Boys and Girls Clubs and served as Board President of the Grant Woods branch for several years. Rebecca has been associated with PAFCO, Taste of the NFL, Harp Foundation, NPower, The Partnership for Drug-Free America and the NFL Alumni Association.

15. William Klever

Experienced financial services professional with a variety of responsibilities interacting with customers. Proficient in financial concepts with ample experience in reading financial contracts, financial statements, tax returns, and proposals. Experience in leading small groups, teaching, negotiating, and personal selling.

WORK HISTORY

- Case Manager, Lutheran Social Services of the Southwest, March 2010 to present
- Founder & Principal, *Loyal Oak Financial, LLC*, Phoenix, AZ, July 2000 to present
- Senior Leasing Representative, *M&I First National Leasing*, Phoenix, AZ, March 1990 to July 2000
- Leasing Officer, *First Interstate Bank of Arizona*, Phoenix, AZ, April 1986 to March 1990

EDUCATION/CERTIFICATIONS/TRAINING

- M.S. in Finance, University of Arizona, Tucson, AZ
- B.S. in General Business emphasis in accounting, Arizona State University, Tempe, AZ
- Taught accounting at Pima Community College and intermediate commercial lending for First Interstate Bank
- Authored "A Student Guide to Finance Computer Programs at the University of Arizona"

VOLUNTEER & COMMUNITY ACTIVITIES

- Christ the King Lutheran Church, Phoenix, AZ – President & board member on multiple occasions
- Habitat for Humanity – volunteer since 1992
- Lutheran Social Services of the Southwest – volunteer for refugee resettlement
- Teen Addiction Anonymous – certified moderator
- Junior Achievement
- Houston Chamber of Commerce
- Boy Scouts of America – Assistant Scoutmaster

16. LeeAnn Land

High energy, intuitive, client-focused, enterprise-level sales executive and business development strategist with international experience in outcome focused sales, sales leadership, client development and relationship management, strategic partnering, contract negotiation, solution sales and delivery, and resource management.

WORK HISTORY

- Application Specialists
 - Principal, Business Development/Outsource Engagement Manager, Scottsdale, Arizona, *December 1999 to present*
 - Director, Western Region Business Development, 1995 to 1999, Business Development Executive, 1985-1995
- Sales and Marketing Manager, Tallgrass Technologies (UK) Limited, Basingstoke, England; *September 1984 to September 1985*
- Executive Accounts Consultant, Computerland of MetroCenter, Phoenix, Arizona; *November 1982 to September 1984*

EDUCATION/CERTIFICATIONS/TRAINING

- Master of Business Administration (6 hours), Graduate School of Business, University of Louisville, Louisville, Kentucky, 1982
- Bachelor of Science (with Honors) in Business Administration and Marketing, December 1981

VOLUNTEER & COMMUNITY ACTIVITIES

- Member, National Association of Professional Organizers, Office and Home, Life Coaching, Elder Care

17. Debbie Lenz

WORK HISTORY

- Executive Recruiter-BioPharma division, Govig and Associates, Scottsdale, AZ, January 2009 – Present
- Franchise Resale Manager, The Little Gym International, Scottsdale, AZ, January 2006 – October 2008
- Franchise Development Specialist, The Little Gym International, Scottsdale, AZ, April 2003 – January 2006
- Franchise Owner, The Little Gym of Longmont, Longmont, CO, August 1999 – December 2003
- Secondary Science Teacher, Adams City High School, Commerce City, CO, August 1987-June 1991

EDUCATION/CERTIFICATIONS/TRAINING

- Master of Management, University of Phoenix, Phoenix, AZ, June 2006
- Bachelor of Science, Chemistry, Miami University, Oxford, OH, May 1984

VOLUNTEER & COMMUNITY ACTIVITIES

- President, Saguaro High School Band Boosters, Scottsdale, AZ, May 2007 - present
- Confirmation Director, St. John the Baptist Catholic Church, Longmont, CO, June 1996-February 2000
- President of Parish Council, St. John the Baptist Catholic Church, Longmont, CO, April 1995-April 1997
- Director, Lafayette Community Art Center, Lafayette, CO, January 1992-January 1994

18. Douglas Lenz*

Mr. Lenz holds a Master of Science degree in Organic Chemistry from the University of Wyoming and a Bachelor of Science degree in Chemistry from Kansas Wesleyan. He has 14 years experience as a pharmaceutical chemist with a Fortune 100 Biopharmaceutical company. His work experience there ranged from research, analytical, QA-QC, waste and safety oversight, to management of scientists.

For a change of pace, he and his wife started and ran two locations of a small business franchise for about seven years. He is now on his third major career as a Full Time Development Faculty team member and classroom facilitator with the University of Phoenix. He teaches, or has taught, at the college level in local campus classrooms, online, in labs and lectures, and at the pre-school/elementary levels for developmental gymnastics.

He has been with the University of Phoenix since 2005. In his time with the university, he has worked at the Axia, Online, and local Phoenix campuses in a number of roles. Now, as a Full Time Development Faculty, he coaches fellow faculty to excel in the online Axia classroom. He currently facilitates math, science, business, and orientation classes at Axia, Online, and local Phoenix campuses.

19. Joseph Leone

Mr. Leone has been a CPA since 1965 and a member of AICPA and PICPA. He has served as a CFO in the apparel and textile manufacturing environments. Most recently, he was the CFO of a home furnishings textile manufacturer that had revenues of \$100 million and 600 employees for 18 years.

20. Christopher Long*

WORK HISTORY

- Honeywell Incorporated, Aerospace Electronic Systems:
 - Customer Support Ops, Aerospace Contact Team – Sr. Project Mgmt Specialist, 2008 – Present. Develop and implement global strategies for the Aerospace contact team including standard work and common processes.
 - Customer Care Center – Customer Care Supervisor, 2006 – Present. Developing strategies to create & maintain excellence.
 - SAP Core Team ERB Deployment, 2005 – 2006. Develop an SAP application for the Exchange & Rental Business.
 - Customer Response Center – Team Lead, 2001 - 2005. Responsible for developing, training and managing teams for product lines handled by the Customer Response center.
 - Customer Response Center – CSR/Subject Matter Expert, 2000 - 2001. Developed and delivered training to Customer Response Center staff including the MAPPER P1100 database for query/inventory management.
 - Software & Publications Distribution - Lead, 1988 - 1999. Led the print, and software distribution areas.

EDUCATION/CERTIFICATIONS/TRAINING

- BS – Business Management and Marketing – University of Phoenix, Phoenix, Arizona
- MBA – Master of Business Administration – University of Phoenix, Phoenix, Arizona

21. Paul Ludwick

Paul is a person who was given, at a very early age, a fine sense of guilt by an Italian Catholic mother and a firm commitment to hard work by a small town Kansan who grew up Methodist during the depression. He is motivated to continue productive and gainful employment by Brenda, his wife since 1973; their daughter, Angela; grandson, Connor and son-in-law, Gene. Paul's highly rational approach to people and work and his ability to preach at you for hours on end come from nine years of Jesuit training: four years in high school and five years in the Jesuit seminary at Florissant, Missouri. His abilities to work comfortably with very diverse points of view were learned in graduate school at Wichita State University where he studied English literature.

From 1973 to 2001, Paul worked in the field of housing and community development for the Tulsa Urban Renewal Authority and the Cities of Casa Grande, Glendale and Scottsdale. He began leading work groups in 1980. In 2001, he established Work Groups by Design, a company that provides services in community and organizational development. In 2008, he returned to municipal government as the Human Services Director for Scottsdale.

He is currently the sole proprietor for PFLudwick Consulting, continuing work in grants administration and organizational development. Paul has published *Trust Loops in Leadership: A Primer on Synergy for the Learning Manager* and has written numerous articles on trust-based leadership for NAHRO's Journal of Housing and for PM, the professional journal of the International City Managers Association.

22. John Lyman*

John is recently retired from Intel Corporation after serving 24 years in various engineering and supply chain management positions. In addition to routine supply chain duties during that time, John managed numerous continuous improvement, business process development, quality management and organizational development initiatives, including assessments utilizing Malcolm Baldrige and 7s methodologies. Supply Chain management experienced spanned direct and indirect materials, software / controls development, and processing equipment. Prior to joining Intel in 1984, John worked for Ferro Corporation, Cleveland, Ohio and in Hong Kong, as well as, starting his career at General Motors, AC Spark Plug Division in Flint, Michigan. John is a graduate of Charleston (Illinois) High School, attended Eastern Illinois University and completed his Bachelor's degree in Ceramic Engineering from the University of Illinois following 4 years in the US Navy. In 1996, while working at Intel, John completed a Masters in International Management at The American Graduate School of International Management (Thunderbird) in Arizona. Since coming to Arizona, John has volunteered with non-profit organizations, including, the Tempe Community Action Agency, the Episcopal Church of the Epiphany - Tempe, the Arizona Mentoring Partnership, Phoenix Youth at Risk and the Valley of the Sun United Way.

23. Scott McClintock*

Results-oriented Executive and Entrepreneur who consistently faces challenges and surpasses objectives. Adept strategist with proven ability to resolve complex problems and achieve break-through results.

WORK HISTORY

- Principal, Rio Hondo Yachts, LLC - 2003 - Present
- Product Development Consultant on POS Marketing & Merchandising device (FMOT), GAMMON, INTERNATIONAL, 2010
- Business Development Manager/Retail Strategy Consultant, Hero USA - 2009 - 2010
- Vice President of Sales, Alternate Channels, Novartis Consumer Health - 2001 - 2003
- Vice President of Sales, Altus Food Company - 2000 – 2001
- Vice President, Region Sales Manager, Novartis Consumer Health - 1999 - 2000
- Regional Vice President, Gerber Products Company - 1998 - 1999
- Gerber Products Company: District Manager, Detroit District - 1995 – 1998; Assistant District Manager, Los Angeles - 1993 – 1995

EDUCATION/CERTIFICATIONS/TRAINING

- Present; Graduate Student studying Sustainability at Arizona State University
- MBA, Leadership and Strategy, Roosevelt University, Chicago IL, with honors
- BA, Business Administration, Olivet Nazarene University, Kankakee, IL.
- Yacht Design, Marine Engineering, Westlawn Institute of Marine Technology

24. Randall Mills*

WORK HISTORY

- Senior Vice President and Director Special Projects, Sandor Development Company/Sand Capital, 2010 - Present
- Business Banking Officer, US Bank - 2009 - 2010
- Business Development Officer, Hawkins Capital - April 2008 – 2009
- Assistant Vice President, Countrywide Home Loans - Sept 2007 – March 2008
- Owner / Franchise operator, NovaStar Home Mortgage Corporation, Great Southwest Mortgage - Feb 2001 - Aug 2007
- Sales Manger, NovaStar Home Mortgage Corporation - Jan 1999 – Feb 2001
- Loan Officer / Office Manager, New Century Mortgage Corporation - Feb. 1997 – Jan. 1999

EDUCATION/CERTIFICATIONS/TRAINING

- Finance and Political Science, University of Kansas, 1991 – 1994

VOLUNTEER & COMMUNITY ACTIVITIES

- Steering committee member, Big Brother Big Sister
- AZ LeaderForce team member, Phoenix Youth at Risk

25. David Murray

Master of Business Administration, Certified Public Accountant with 20+ years of progressive operations, financial services, financial management and public and private accounting experience. Current position as Chief Operating Officer includes oversight of \$40 million operating infrastructure with a \$5.0 million annual operating budget and 130 employees. Financial services industry experience includes development and evaluation of strategic alternatives, budgeting, forecasting and financial analysis of loan/lease portfolios and operations, management of GAAP and regulatory reporting, SEC reporting and accounting policy. Public accounting experience includes diverse audit, review and business consulting for real estate, construction and service related entities.

WORK HISTORY

- Executive Pastor and Chief Operating Officer, North Phoenix Baptist Church, Phoenix, Arizona, 8/05 to Present
- JPMorgan Chase Phoenix, Arizona – 4/91 to 7/05
 - Portfolio Acquisitions Manager - First Vice President - Chase Home Finance - 9/04 to 7/05
 - Finance Manager - First Vice President - Bank One Retail Lending - 3/03 to 9/04
 - Financial Manager - Vice President - National Operations - Bank One Retail Lending - 3/98 to 3/03
 - Financial Manager - Vice President - Western Region - Bank One Corporation - 5/96 to 3/98
 - Financial Manager – Asst. Vice President - Controller’s Division - Bank One Corporation - 7/95 to 5/96
 - Finance & Accounting Manager – Controller’s Division – Bank One Western Region - 9/93 to 7/95
 - Senior Accountant – Controller’s Division – Bank One Arizona/Valley National Bank 4/91 to 9/93
- Senior Staff Accountant, Gleason , Wentz & Ullmann, Phoenix, Arizona, - 11/90 – 4/91
- Senior Staff Accountant, Toback & Company, P.C., Phoenix, Arizona, 1/88 – 11/90

EDUCATION/CERTIFICATIONS/TRAINING

- Master of Business Administration, University of Phoenix, Phoenix, Arizona
- Bachelor of Science in Accounting, Arizona State University, Tempe, Arizona
- American Institute of Certified Public Accountants
- Certified Public Accountant - Arizona
- Honor Graduate USAF NCO Leadership School
- Honor Graduate United States Air Force Technical School
- Certified Facilitator for “Living the Values” Program
- Past Faculty Member – University of Phoenix

VOLUNTEER & COMMUNITY ACTIVITIES

- Chairman – Fiscal Sub-Committee (non-profit)
- Chairman – Finance Committee (non-profit)
- Non Profit Corporate President
- Youth Sports Coach – Basketball and Baseball
- Oasis Reading Program for Elementary Students

26. Kelli O'Toole

Cutting edge visionary with extensive experience leading a full range of business operations within diverse industries and environments (start ups, growing businesses, nonprofit organizations). Strong technical, financial, and business qualifications with an impressive track record of more than 15 years of hands-on experience in finance, strategic planning, and business development. Proven ability to successfully analyze an organizations critical business requirements, identify deficiencies, and potential opportunities, and develop innovative cost-effective solutions for enhancing operations and fiscal sustainability.

WORK HISTORY

- Vice President of Finance and Chief Operating Officer, Scottsdale Training and Rehabilitation Services (STARS), 2009 - Present
- Assistant Controller, Central Arizona Shelter Services, Phoenix, Arizona, 2006-2009
- HAPPY DOG TOYS, Phoenix, Arizona, 1998-2005
 - General Manager(2001-2005)
 - Controller (1998-2001)

EDUCATION/CERTIFICATIONS/TRAINING

- Master of Non Profit Studies, (2010) Arizona State University, Tempe , Arizona
- Bachelor of Science, Accounting , (1990) Wilkes University, Wilkes-Barre, Pennsylvania

27. Charles Provine*

Charles Provine founded his own start-up company, Solar Hawk Energy™. He focuses on the financial structures available to corporations, non-profits, and homeowners who want to integrate solar energy systems. As a consultant, Charles brings together public and private partners to deliver renewable energy technology with the best demand-side management practices available. Charles has a background and experience in a variety of capacities, including change management, public relations, and information architecture. Charles graduated from Cornell University with a degree in Anthropology. He earned his Master's in Business Administration from Syracuse University. Currently he is completing a certificate program in ASU's School of Sustainability and getting his LEED-EB certification. His long-term goal is to help Arizona achieve its unique opportunity to be a world leader in solar energy technologies.

28. Pam Schaar

10+ years of experience in the credit counseling industry. 7+ years leading, developing, and mentoring staff in a management role.

WORK HISTORY

- Money Management International, 2000-Present
 - Telephone Counseling Manager 11/1/2005-Present
 - Telephone Counseling Supervisor 6/1/2005-11/1/2005
 - First Contact Supervisor 8/15/2003-6/1/2005
 - Telephone Counselor 3/1/2001-8/15/2003
 - Customer Service Representative 8/7/2000-3/1/2001

EDUCATION/CERTIFICATIONS/TRAINING

- Train the Trainer, NFCC
- Leading Through the Guiding Principles, FCRA
- Color Styles, Michigan
- Leadership Development, South Carolina

29. Dieter Schaefer

A highly motivated Finance Professional with international experience. Solid business background in Corporate Audit, Financial and Managerial Accounting, Financial Analysis, and Investment Securities. Possesses strong leadership and communication skills. Excellent in initiating and building lasting relationships. Strategic planner focused on results.

WORK HISTORY

- Owner, *Schaefer Investments and Realty Holdings LLC*, Scottsdale, Arizona, 2002 to Present
- Research Accounting Manager, *Mayo Clinic Rochester*, Rochester, Minnesota, 1998 to 2002
- Controller, *Microsemi Corporation*, Scottsdale, Arizona, 1995 to 1998
- Investment Representative, *Edward Jones*, Scottsdale, Arizona, 1993 to 1995
- Corporate Audit Supervisor & Manager Property Accounting, *Motorola, Inc.*, 1986 to 1993

EDUCATION/CERTIFICATIONS/TRAINING

- B.S., Accounting, *Arizona State University*, Tempe, Arizona, 1985
- Industriekaufmann, *Siemens AG*, Nuremberg, Germany, 1972 (Government accredited business management program)
- Series 7 (NASD Securities) & Series 63 (State License)

VOLUNTEER & COMMUNITY ACTIVITIES

- School Board Member *Scottsdale Unified School District*, Scottsdale, Arizona, 2007 to 2010
- Past President and Executive Board Member *Scottsdale Parent Council*, Scottsdale, Arizona, 2003 to 2006
- Site Council, Parent-Teacher Organization Officer, Word Mastery, *Laguna Elementary School*, Scottsdale, Arizona, 2004 to 2007

30. Heidi Schaefer*

Heidi is a 20-year employee of the Salt River Project (SRP), an electric and water utility serving the great Phoenix region. She has held managerial positions in Financial Planning, Taxes, and Corporate Pricing. Her current job as Manager of Strategic Economic Services, encompasses Economic Development, Corporate Economics, and Retail Energy Sales forecasts. She is also the Chairperson of SRP's Women's Interest Network (WIN), an employee interest group focused on the development and success of SRP female employees with over 400 members. Heidi received her Master's in Business Administration from Arizona State University. She holds Bachelor of Science degrees in Behavioral Disabilities and Elementary Education from the University of Wisconsin-Madison.

Heidi is involved in various community boards and organizations. She is on the Economic Development Advisory Boards for the City of Chandler and the Scottsdale Chamber of Commerce. She is on the Executive Board of Directors for the Phoenix Community Alliance, a group of business interests focused on improving and building the downtown Phoenix corridors. She is on the steering committee for the Superstition Vistas, working with the State Land Department to plan 275 square miles of State Trust Land in Pinal County. She also serves on the Board of AWEE, Arizona Women Education and Employment, an organization focused on educating and improving employment opportunities for women. Heidi works closely with both the Greater Phoenix Economic Council and the Greater Phoenix Chamber of Commerce. She serves as the Chairperson for the GPEC Ambassadors. At GPCC she serves on the Selection Committee for the Athena Outstanding Business Woman award, and is on the Athena Powerlink Board. Heidi also supports business education by representing SRP on ASU's Spirit of Enterprise Board of Directors and the Technopolis Board of Directors.

31. Brian Swanton*

WORK HISTORY

- Arizona Market President , Gorman & Company, Inc. July 2008 – Present
- President & CEO, Community Services of Arizona, Inc., January 2006 – July 2008
- Executive VP – COO & Director of Real Estate Development
- Community Services of Arizona, Inc. September 2001 – January 2006
- Housing Development Manager, City of Scottsdale AZ, October 1997 – September 2001
- Neighborhood Revitalization Coordinator, City of Glendale AZ, April 1996 – October 1997
- Housing Programs Specialist, Arizona Department of Housing, December 1994-April 1996

EDUCATION/CERTIFICATIONS/TRAINING

- B. S. in Urban Planning, Arizona State University, 1991 - 1995
- Master of Public Administration, Arizona State University, 1999 - 2003

VOLUNTEER & COMMUNITY ACTIVITIES

- Volunteer Mentor to Homeless Youth, Phoenix Youth at Risk - Homeless Children's Mentor Program
- Table Leader and Organizational Volunteer, Open Table, Inc.
- Planning Committee Member, City of Glendale Centerline Redevelopment Planning Committee
- Youth Leader / Urban Academy / Annual Conference, Glendale First United Methodist Church

32. Keith Underwood*

WORK HISTORY

- GENERAL MANAGER / CONSULTANT, Interim Club Management, 2005 - Present
- GENERAL MANAGER / COO, The Estancia Club, Scottsdale, Arizona, 2005 - 2007
- GENERAL MANAGER / COO Phoenix Country Club, 1991 - 2005
- GENERAL MANAGER, Ridgewood Country Club, Ridgewood, New Jersey
- GENERAL MANAGER, Glens Falls Country Club, Glens Falls, New York
- ASSISTANT GENERAL MANAGER, Mohonk Mountain House, New Paltz, New York

EDUCATION/CERTIFICATIONS/TRAINING

- BACHELOR OF SCIENCE - HOTEL ADMINISTRATION, CORNELL University, School of Hotel Administration, Ithaca, NY
- CERTIFIED CLUB MANAGER, Club Managers Association of America
- CERTIFIED CHIEF EXECUTIVE, Club Managers Association of America
- Professional Development: Business Management Institutes III, IV, and V
- CMAA Honor Society; re-certified, 2001; 1328 certification credits
- The CEO Forum, Phoenix, Arizona. Continuing participation (since 2006).

VOLUNTEER & COMMUNITY ACTIVITIES

- Guest Lecturer on Club Management at Cornell University, University of Nevada Las Vegas and Northern Arizona University.
- EXECUTIVE BOARD, Arabian Green Homeowners Association, 2000 - 2005
- BOARD MEMBER, Mirage Crossing Homeowners Association, 2007 - 2008
- EXECUTIVE BOARD, Monteloma Homeowners Association, 2007 - present

33. Jim Welter*

Non profit executive with successful track record in administration, finance, operations and human resources with strong reputation for building rapport with multidisciplinary groups and achieving strategic goals based on team effort.

WORK HISTORY

- Chief Operating Officer, ONE BODY COLLABORATIVES, INC., Rockford, IL and Phoenix, AZ, 2010-Present
- JIM WELTER CONSULTING SERVICES, 1997-Present. Interim Executive Management, Strategic Planning, and Executive Coaching for nonprofit, faith based and healthcare organizations.
- Vice President of Finance (06-08) and Interim Controller and Interim President/CEO (09), HOMEBASE YOUTH SERVICES
- Chief Executive Officer for several physician multi-specialty group practices: MULTICARE MEDICAL GROUP, Tacoma, WA, 2003, HEALTHPARTNERS OF SOUTHERN ARIZONA, 1990-1997 and NORTH SUBURBAN CLINIC, Skokie, IL, 1985-1990
- Chief Financial Officer for various hospitals, HUMANA, Louisville, KY, Virginia Beach, VA, Hoffman Estates, IL, 1977-1985

EDUCATION/CERTIFICATIONS/TRAINING

- Certificate in Executive and Organizational Coaching, The Hudson Institute of Santa Barbara
- B.A. Accounting, Loras College, Dubuque, Iowa

VOLUNTEER & COMMUNITY ACTIVITIES

- Member, Board of Directors, Arizona Coalition to End Homelessness, 2009- Present
- Mentor, Alongside Ministries, 2008-Present
- President, Board of Directors, The Carpenter's Place Aurora, 2004-2006
- Member, Mission Enterprise, Ginger Creek Community Church, 2004-2006
- Member, Board of Directors, Goodwill Industries, Tucson, AZ 2001- 2003
- Member, Board of Directors, Renewal Counseling, 2001- 2003
- Member, and Past President, Board of Directors, Arizona's Children Association, 1993-2002
- President, Board of Directors, Wellness Council of Tucson, 1994-1997
- Member, Board of Directors, The Alzheimer's Association, Tucson, AZ 1996-1997

34. Dawn Wharton*

WORK HISTORY

- Money Management International/ Consumer Credit Counseling Service Southwest
 - Regional Director of Education, Development and Community Relations, November 2004 – April 2011
 - Phone Counselor/Branch Counselor, September 2002 – November 2004
- Administrative Secretary/Operations, National Bank of Arizona, May 2000 – June 2002

EDUCATION/CERTIFICATIONS/TRAINING

- Masters of Business Administration -Finance, Western International University, May 2009
- Certified Credit Counselor, May 2003
- Fair Credit Reporting Act, June 2009
- HUD Certified Housing Counselor, September 2002

VOLUNTEER & COMMUNITY ACTIVITIES

- Co-chair of the Arizona Coalition on Earned Income Tax Credit
- East Valley Family Self-Sufficiency Alliance – Board member
- Member of several United Way Financial Stability Partnership initiatives across the state of Arizona

35. To be Announced. Regional Director of Education, Money Management International