

Kathryn Steen, M.Ed.

Qualifications – Consulting, leadership, development for organizational effectiveness

- Extensive hands-on experience in creation, coordination and implementation of corporate and academic programs
- Demonstrated management, leadership, training and development proficiency in profit and non-profit organizations
- Proven ability to develop and administer budgets, raise funds, write grants and negotiate contracts
- Excellent program development, process improvement, performance assessment, communication, reporting skills
- Substantial skill in promoting program awareness and involvement with public, community and state entities
- High energy, results oriented professional with a history of reliability and rapid, performance-based promotions

Professional Experience

BUSINESS AND INDUSTRY:

ERGON, INC. **2003 – Present** **Jackson, MS**
Management Systems Consultant / Organizational Improvement **6/2003 – Present**

- Internal consultant for organizational effectiveness, development / redesign, process improvement and team-building for 62 companies: international, diversified petroleum & technology enterprises comprising Ergon, Inc.
- Corporate coordinator for company publications, customer satisfaction programs and improvement initiatives
- Instructor of Quality Management Systems courses, leadership development and specialized training programs
- Internal Lead Auditor, coach and adviser for implementation and maturation of systems compliant with the International Organization for Standardization (ISO 9001:2008) standards, Geneva Switzerland
- Manage Corporate Corrective and Preventive Actions program and *FOCUS: an Ergon Perspective on Quality*

MCI / VERIZON **1996 – 2003** **Clinton, MS**
National Trainer, Organizational Developer – U.S. Sales & Service organizations **6/2000 – 6/2003**

- Authored system User Guides, Policies & Procedures Manuals and training presentations for 2,000 employees: Sales, Service, Analysts, Managers, Directors and Vice Presidents
- Established and managed Automations Help Desk for field employees' assistance with web-based resources
- Successfully tested and migrated commissioning systems while creating User Guides and training Analysts in performance tracking, records management and calculation operations for payments, contracts, bonuses, etc.
- Presented with 3 Director Awards including monetary bonuses for outstanding achievement and work excellence

Senior Staff Specialist – Corporate Customer Base Marketing **Jackson, MS**
9/1996 – 6/2000

- Authored company's first online training manual to 1,000 employees for selling and servicing new Local product
- Created and launched pilot project for retaining and growing revenue of best customers, *Saves & Sales*
- Designed "speed-to-close" pilot project using Field Pricing Authority for Sales & Support organizations
- Actively supported Business Solutions Tour that earned \$4M, \$13M and \$60M in first 3 years of program launch
- Tracked and reported Field performance and revenue to Sr. VP of Sales for the company
- Presented with 3 Excellence Awards including monetary bonuses for outstanding achievement and commitment

MCI: MTEL / SKYTEL **1995 – 1996** **Jackson, MS**
Manager – Corporate Quality, Selection and Customer Services Training

- Established criteria, selection and proficiency testing for Customer Service candidates, SkyTel
- Scheduled classes and instructors, tracked performance and provided status reports for company
- Managed staff of 7 Instructors, developed curriculum, created Training Manual and study guides

MCI **1992 – 1994** **Denver, CO**
Staff Administrator – Corporate Quality Assessment, Training and Development **1/1993 – 2/1994**

- Managed the development, coordination and implementation of nation-wide pilot project "Cancellations / Saves" customer retention program. Result: Recovered \$1M of lost revenue for corporation in first 9 months of pilot
- Managed staff and coordinated program implementation at national MCI centers. Tracked results, created and submitted reports with recommendations to corporate executives
- Received 1993 "President's Club" and "Corporate Commendation" awards which included financial and company recognition for highest achievement

Quality Monitor – Sales Training and Development, Business Markets **6/1992 – 1/1993**

- Selected for pilot position to develop Quality Assurance program for Sales and Service constituting 300 employees
- Tracked and reported results as well as recommendations to Senior Corporate Management
- Coached associates and supervisors, established Policy and Procedures of Standards compliance and excellence;
- Created a merit /award system for employees; Consistently met or exceeded program goals; graduated program to Corporate launch for company
- Award Recipient of 1992 “Center Elite” distinction for superior support services

Associate – Customer Sales and Service, Consumer & Business Markets **1/1992 – 6/1992**

- Analyzed customer account activity to identify sales and savings promotions; initiated sales & service calls
- Educated and marketed “Friends & Family” and “Friends of the Firm” programs to MCI customers
- Three-time awards recipient for outstanding sales during “Corporate Challenge” competitions

COLLEGES AND UNIVERSITIES: New England Consortium

NEW ENGLAND COLLEGE **1988 – 1991** **Henniker, NH**
Assistant Director – Department of Residence Life **Arundel, England**

- Created and presented educational programs to students, faculty and staff on leadership and building community
- Developed and marketed campus-wide survey (84% response) using results to create programs that increased faculty:student non-classroom interaction and mentoring by 20%.
- Established policies and procedures for adjudicating NEC sexual assault and peer harassment cases, published Residential Life Rules and Regulations manual, project coordination for special functions such as academic registration, housing lottery, graduation and other special college events.
- Planned and managed budgets for residential properties and structures; Assessed and billed damage repairs and maintenance bi-annually.
- Selected, trained and supervised annual staff of 20 and college judicial board of thirty
- Counseled students, mediated disputes and advised leaders of campus and community standards

Adjunct Professor – Department of Psychology

- Taught undergraduate course in Student Development and Graduate course in Gender Issues
- Examined theory, research, issues of human relationships; factors of leadership and influencing techniques

UNIVERSITY OF NEW HAMPSHIRE **1987 – 1988** **Durham, NH**
Director – Department of Residence Life

- Directed and advised student government as well as disciplinary and judicial process
- Managed student life, facilities, staff, housing assignments and administrative procedures
- Coordinated summer programs for Adult Conferences and special interest seminars

HUMAN SERVICES: Pinellas County, Florida

SAS – RCS, INC. **1984 – 1986** **Clearwater, FL**
Executive Director – Domestic Violence Shelter of Religious Community Services **2/1984 – 5/1986**

- Managed budgets, contracts; authored grants, proposals and raised funds for agency
- Increased budget 112% in 2 years. Increased annual service funding contracts 1,600%
- Created strategic plan, designed operating procedures and policies for agency
- Selected, trained and managed staff, graduate interns and volunteers
- Cultivated outreach campaign, presenting awareness programs to community groups, professional organizations, media, state, national, judicial, legislative and law enforcement audiences
- Advised and assisted state entities in developing new legislation for Victim/Witness Act regulations

CASA, INC. **1982 – 1984** **St. Petersburg, FL**
Supervisor – Crisis Counseling and Emergency Intervention Services **2/1982 – 2/1984**

- Developed personnel policies; selected, trained and managed staff, graduate interns and volunteers
- Provided crisis counseling, emergency intervention, evaluation and advocacy services for crime victims

Computer Skills

- Word Processing: Microsoft Word, WordPerfect
- Database: Microsoft Access, Lotus
- Process Mapping: Microsoft Visio, MindJet Mind Mgr.
- Graphic Design: PowerPoint, Page Maker
- Project Management: Microsoft Project
- Spreadsheets: Microsoft Excel

Formal Education and Professional Certifications

1980	Master of Education: Counseling	Mississippi State University	MSU, MS
1975	Bachelor of Science: Psychology	Mississippi State University (Dean's List Scholar)	MSU, MS
1973	Associate of Arts: Education	Mississippi Delta Community College	Moorhead, MS

- 3,500 post graduate hours in management, leadership, systems auditing and professional development

	CMQ – Certified Manager of Quality		
2012	Certified Technical Procedure Writer	Professional Procedure Writers www.ppaweb.org/	Pittsburgh, PA
2011	Value Stream & Lean Implementation	Lean Enterprise Institute	Cambridge, MA
2010	Certified Lead Auditor: ISO 14001 EMS	RAB/QSA – BSI Management Systems, Inc.	Reston, VA
2010	Certified Lead Auditor: ISO 9001:2008	RAB/QSA – AQS Management Systems, Inc.	Minneapolis, MN
2009	Certified OnBase System Administrator	Hyland Software, Inc.	Costa Mesa, CA
2008	Certified – Situational Leadership	Center for Leadership Studies, Hersey / Blanchard	Escondido, CA
2008	Certified Master Trainer	Langevin Learning Services, Inc.	Ottawa, ON, CN
2008	CMQ – Performance Excellence	State Manufacturing Association (Baldrige Criteria)	Jackson, MS
2007	Leadership Excellence Certificate	American Management Association	New York, NY
2007	CMQ – Organizational Excellence	American Society for Quality	Milwaukee, WI
2007	Cert. Instructional Designer/Developer	Langevin Learning Services, Inc.	Ottawa, ON, CN
2006	Certified Project Manager	American Management Association	New York, NY
2005	Certified Training Director	Langevin Learning Services, Inc.	Ottawa, ON, CN
2004	CQA – Certified Quality Auditor	American Society for Quality	Milwaukee, WI
2003	Quality Improvement Consultant	American Society for Quality	Milwaukee, WI

Honors and Offices

- Officer: American Society for Quality, Mississippi Chapter 1504, 2004 – Present
- Senior Member: American Society for Quality, Washington D.C. and Los Angeles, CA chapters
- Appointment: National Committee on Human Rights & Social Justice, 1989 – 92
- Nominee: Who's Who Among American Women, 1987
- Recipient: Outstanding Young Women of America, 1986
- Nominee: Executive Woman of the Year, Tampa FL, 1984
- Officer: Florida Victim's Rights Coalition (legislation reform), 1984 – 85

Personal Accomplishments

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| • Angels' Landing – Zion N.P. | 2008 | UT | • Nantahala Rapids & Falls | 2006 | NC |
| • Whitewater Kayaking Clinic | 2007 | NC | • Marine Corps Marathon | 2003 | DC |
| • Mississippi River Kayak Race | 2005 | TN | • Boston Marathon | 1991 | MA |
| • Certified Climbing Instructor | 1998 | MS | • Ironman Triathlon Classic | 1985 | MN |
| • Alpine Ski Instructor | 1991 | NH | • USTS Triathlon Series | 1983 | FL |
| • Florida Festival Marathon | 1984 | FL | | | |

Volunteer Experience

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| • Board of Directors | Mississippi Outdoor Club | MS | 2008 – present |
| • Newscaster: | WMPN National Public Radio - Mississippi | MS | 2003 – present |
| • Construction: | Habitat for Humanity, Hinds Co. | MS | 1997 – 1999 |
| • Faculty Advisor: | Students Against Driving Drunk | NH | 1988 – 1991 |
| • Program Coordinator: | Youth Leadership, United Way | FL | 1987 – present |
| • Advocate: | WTSP – TV Consumer Referral Hotline | FL | 1987 |
| • Advisor: | Human Services – R&D, Training | FL | 1983 – 1986 |