

JENNIFER J. MONTEITH

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EXECUTIVE LEADERSHIP

- ◆ Visionary Executive Leader ◆ Strategic Planning Expert ◆ Organizational Strategist
- ◆ Skilled Facilitator ◆ Staff Mentoring ◆ Superior Implementation Guide
- ◆ Certified Mediator ◆ Cultural Integrator ◆ Performance Optimizer

Experience Summary:

Jennifer is a Strategic Planning Expert, Business Process Improvement, Organizational Efficiency Strategist and Skilled Facilitator. A visionary executive leader, Jennifer brings extensive strategic planning expertise, program and project management, operations management, and organizational development. Jennifer is adept at developing stakeholder, client, and donor relationships, records management, and procurement contracting. Jennifer is a skilled facilitator with expert team building skills. Problem identification, policy and procedure resolution, risk assessment and prevention skills as well as staff mentoring round out capabilities. Jennifer is a certified mediator in Maryland. Open honest communication skills and unsurpassed management savvy enable Jennifer to navigate complex relationships and work environments. Jennifer is adept at developing greater partner loyalty and reducing conflicts. Leadership skills allow Jennifer to coordinate, develop and execute Business Process Re-engineering (BPR) and Business Process Management (BPM) activities. Jennifer encourages optimizing performance while reducing operational costs and improving service. As a seasoned professional Jennifer has a unique and balanced history of assisting clients and organizations to accomplish their goals.

EDUCATION

Doctor of Management	Colorado Technical University	Global Leadership	2016
Master of Science	Johns Hopkins University	Strategic Management	1999
Bachelor of Arts	Kent State University	Political Science	1987

Colorado Technical University (2013 – 2016)

Dissertation Title: **STRATEGIC PLAN AND ENTREPRENEURSHIP OF IMMIGRANT WOMEN BUSINESS OWNERS: A PHENOMENOLOGICAL STUDY**

Monteith, J. J. (2016). *Strategic plan and entrepreneurship of immigrant women business owners: A phenomenological study*. (10140827- Doctor of Management Dissertation), Colorado Technical University, Ann Arbor, MI. Retrieved from <http://search.proquest.com.proxy.cecybrary.com/docview/1821921314?accountid=26967> ProQuest Dissertations & Theses Global Database.

My dissertation addressed a little studied marginalized group of entrepreneurs in immigrant women business owners. There are few studies on female entrepreneurs' use of strategic plans, the development, and management of multicultural workforces. The dissertation used the qualitative phenomenology research method to explore the lived experiences. Study participants represented 14 foreign-born women from 12 countries covering five inhabited continents speaking 15 languages. The live experiences address issues, and perceptions related to the use of strategic plans by immigrant women-owned businesses in Maryland.

- Graduated with a 4.0 in the program
- Pertinent Courses:
 - ✓ Culture, Values, and Ethics in a Global Environment, Management and Ethics
 - ✓ Trans-Organizational Leadership in Trans-National Settings
 - ✓ Organization Innovation and Scenario Thinking
 - ✓ Current Topics in Global Leadership
 - ✓ Leadership in Global Organizations
 - ✓ Strategic Thinking and Organizational Alignment
 - ✓ Qualitative and Quantitative Research Methods

PROFESSIONAL EXPERIENCE

Booz Allen Hamilton (BAH) (2011 – 2013)

Booz Allen Hamilton sought Jennifer out for her strategic thinking, small business, entrepreneurial and proposal writing skills.

- BAH won all proposals Jennifer participated in compiling. Jennifer's staffing and business process reengineering sections represented the Gold Standard in the Blue Team Phase of the internal review.

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- Jennifer shared her expertise with governments and defense contracting clients on the strategic planning process facilitating 40 meetings with team attendees of 300. Meeting results included:
 - ✓ Refined the vision and mission statements,
 - ✓ Developed objectives and milestones, and
 - ✓ Identified and implemented action items
 - ✓ Completed the environmental and financial scans
 - ✓ Conducted focus groups
 - ✓ Analyzed information for trends

Monteith Business Solutions, Inc. (2000 – 2011)

As President, Jennifer shared her transformational strategic management, business process re-engineering, strategic communication skills and expertise with clients. Jennifer guided small and micro businesses developing and implementing strategies to run the operations effectively. Client annual sales revenue ranged from \$100,000 to \$50MM.

- Clients were able to leverage their intellectual capital, optimize their performance, and enhance their workforce planning obtaining upwards of 400% return on their investments.
- Process documentation informed development of best practices, performance metrics, and training programs
- Organizational development strategies included strategic plans and succession plans
- Industries served included accounting, financial services, health and wellness, real estate, manufacturing, information technology, professional services, and architectural design and construction.

The Johns Hopkins University (2000 – 2009)

As an Adjunct Professor at the Carey School of Business, Jennifer taught courses on Facilitating Strategic Planning, Problem Solving, and Decision Making. Jennifer had full authority in choosing course text and developing the syllabus.

- Utilized multi-media and multi-faceted approaches including experiential learning exercises, classroom, and seminar style discussion formats and e-learning tools
- Required a team project that included developing, researching, and writing a strategic plan and presenting the plan
- Weekly student learning journals strengthened writing skills encouraging topic reflection
- Article examination, summarization and presentations relevant to the course topic connected scholarly learning and real world practices.

Travel Destinations Management Group, Inc. (TDMG) (1996 – 2000)

As Executive Vice President and General Manager, Jennifer managed, mentored and led a staff of 100. TDMG was the largest privately owned travel management firm in Maryland. Jennifer prepared and implemented a project plan to address Y2K issues with paper and electronic components that included replacing voice, video, and computer hardware and software equipment. All tasks required adhering to industry and government standards for storage and disposal of sensitive information (credit cards, passport numbers, personally identifiable information {PII}).

- Lead teams that analyzed needs identified suitable Commercial off the Shelf (COTS) products, coordinated the purchases and financing, then acquired and implemented the technology that moved records management from paper to electronic media.
- Developed training programs for all employees on the new systems and system upgrades.
- Through strategy and vision, leveraged the workforce skill sets enhancing performance, optimizing the business process resulting in improved morale and enhanced stakeholder relationships and satisfaction.
- Deployed transformational enhancements throughout all the departments under her responsibility including Telecommunications, Information Technology, Domestic, Corporate, and International Call Center Functions, Packaging and Distribution, Meetings and Events Planning
- Conducted visionary planning and development, procurement, facilities management exercises
- Implemented effort and thought leadership resulted in a 50% revenue increase during her tenure.
- Demonstrated superior client relationships interfacing with Rails to Trails, Baltimore Orioles, Baltimore Ravens, and Waverly Publishing.

TeleSpectrum, Inc. (1995 – 1996)

In her position as Acting High Technology Call Center Director and Manager, Special Projects, Jennifer updated the original Business Plan Strategy, which was more than 14 years old designing and implementing modifications to the business process and organization. Jennifer mentored and led a staff of 200 operating telecommunications and Internet services available round the clock each day.

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- Employed transformational business process optimization techniques to re-engineer and leverage workforce planning and skills
- Enhanced corporate knowledge management and intellectual capital
- Managed and facilitated the development and execution of policies with cyber security protections and implications for personal information
- Implemented tactics enhancing performance, strategic communications, and stakeholder relationships
- Demonstrated superior client relationships interfacing Amdahl, Bristol Meyers Squibb, Eastman Kodak, Kaiser Permanente, Knoll Pharmaceutical, Netscape Communications, Quantum Corporation, Rand McNally, The Software Publishing Corp., Sprint, and Nestle (USA).

Bell & Company, Inc. (1988 – 1995)

Rising to the position of Vice President from Sr. Project Manager, Project Manager, Management Consultant, Human Resources Recruiter, Jennifer managed multiple locations mentoring and leading staff on projects spread across the 48 contiguous states and in Canada.

- Projects employed transformational Business Process Re-engineering (BPR) and Business Process Management (BPM) techniques
- Utilize techniques optimizing organizational efficiency and structural development
- Assisted clients with budget development, strategic planning, training requirement identification, human resource management, and performance measurement identification
- Clients ranged from Fortune 50 to Fortune 500. Such as Allegheny International, Baltimore Gas & Electric, Consolidated Aluminum, Con Agra, Ferro Corp., Foster Wendt-Bristol Pharmaceutical, Johnson & Johnson, Lockheed Martin, North American Salt Co., Northern States Power Company, Southern Connecticut Gas Company and Troll, Inc. (RIF: Reading Is Fundamental Program)

Herman's World of Sporting Goods, Inc. (1987 – 1988)

As Soft Goods Manager and a Manager Trainee, Jennifer managed, mentored and led a staff of 10. Responsibilities included the showroom floor, employee development, and training along with scheduling and workforce planning. Employee performance management and maximizing stakeholder experiences in addition to knowledge management and merchandise optimization rounded out duties.

ADDITIONAL SKILLS

Application Knowledge

- ✓ Microsoft Office (Word, Excel, PowerPoint, Outlook). Internet Explorer/Google Chrome, Web Research. Proficient with Endnote, APA 6th Edition writing style, and familiar with The Chicago Manual of Style 15th Edition. Experience with SPSS, Blackboard, and SharePoint.

Security Clearance

- ✓ Previously held a Top Secret with SSBI granted 1/5/2012. Was awaiting adjudication for a clearance, upgrade to an SCI w/FS Poly (Polygraphs taken September 2012) when Booz Allen Hamilton downsized due to sequestration and lack of billable work 4/30/2013.

Languages & Global Cultural Experiences

- Conversational Spanish course April – June 2015
- Basic French (high school and college)
- Introduction to Arabic course June - July 2013
- Travel highlights: North America (Canada, U.S.A. Mexico), Latin America (Guatemala), and Europe (Great Britain, France, Germany, Switzerland, Belgium, Luxembourg, Netherlands, Greece, Italy, Croatia, Serbia, Bosnia-Herzegovina, Czech Republic, and Poland.) People's Republic of China, Hong Kong, Thailand, Japan, Turkey, Iran, Pakistan (Karachi), Jordan, Egypt, Israel & Palestine (Tel Aviv, Bethlehem, Jericho, Galilee, and Jerusalem).

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