

OBJECTIVE:

To help customers resolve business issues in compressed time-frames, in face-to-face, distributed & virtual modes, leveraging years of experience in group facilitation and team development techniques, and the use of computer based and web-based collaborative technologies to support problem solving and decision making.

PROFESSIONAL EXPERIENCE:

Designed & facilitated processes for strategic planning, quality management, team building, and Joint Application Design workshops, requirements analysis, process improvement, data/process modeling.

Designed & moderated focus groups for customer satisfaction, employee satisfaction, marketing research, product development and employee performance reviews.

Trained and developed of self directed work teams and helping management change organization behaviors and structures to support the deployment and sustenance of teams;

Project management and software development for systems in health care, insurance, wholesale distribution and retail sales industries; design and delivery of seminars for computer-assisted facilitation & collaboration, facilitator training and CASE tool training.

Sales & marketing, training, customer support, implementation support (culture change) for computer-assisted software engineering (CASE) and group decision support system (GDSS) software.

SELECT ACCOMPLISHMENTS:

Founded Jordan-Webb (1981), Business Partner of WebIQ, LLC, (web-based collaboration), Associate of Leadership Strategies, Inc. (Facilitation Training) and QDI Strategies, Inc. (Strategic Marketing Research).

Designed processes using group decision support technologies enabling client work groups to collaboratively and interactively review, evaluate and select proposals, resulting in a 1000 percent performance improvement.

Managed/led work/system re-design development project, saving customers one+ million dollars in the first year, extending system life by five years; provided customers with full life-cycle support services, including disaster recovery, backup and 24 x 7 emergency and hot-line support.

Facilitated cross-functional teams from nine customer organizations in software process improvement workshops, analyzing & modeling processes per the IEEE 1074 Standard and the SEI Capability Maturity Model.

27+ years experience facilitating & coordinating diverse ethnic, cultural, religious & racial groups in working together to find common ground, set goals, accomplish objectives and perform beyond expectations.

Lectured and presented seminars on facilitation, collaboration, leadership and other subjects for Graduate Business Schools at the University of Chicago, Loyola, De Paul, Illinois Institute of Technology, Illinois Benedictine University, and the University of Wisconsin (Madison). Member of the Board of Advisors for Loyola University's Center for Information Management and Technology.

Presenter at De Paul University's Ethics Conference, various International & Regional Facilitator Conferences, National Black MBA Association Conference, Structured Techniques Association Conference, IA2P Conference, Face to Face Technology Symposium, World-Wide GroupSystems Conference, Collaboration 2003 Conference, Toastmasters Region V Conference.

Midwest Facilitators' Network (Co-founder/Co-director); International Association of Facilitators; Midwest Society for Professional Consultants (Programs).

Owns 30-unit portable Electronic Meeting Support (EMS) system, for running various group decision support tools for face-to-face and web-based Computer-Supported Facilitated Workshops and Focus Groups.

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CLIENT EXPERIENCE:

National Aeronautics and Space Administration (NASA), Motorola, Argonne National Laboratory, U.S. Cellular Corporation, Wisconsin Department of Natural Resources, GATX Corporation, McDonald's Corporation, BPAmoco Chemical, Baxter Healthcare, GD Searle, Ameritech, Cardinal Health, Bergen-Brunswick, Fox-Meyer, U.S. Environmental Protection Agency, GE Railcar Services, Federal Reserve Bank, Fel-Pro, Banta Corporation, Oregon Liquor Control Commission, NIPSCO (Northern Indiana Public Service Company), Commonwealth Edison, Kemper Insurance, Loyola University, De Paul University, University of Chicago, Chicago Wilderness, Common Ground for Pro Life/Pro Choice, Tutor/Mentor Connection, Cabrini Connections, Teen Think Tanks of America, Chicagoland Chamber of Commerce, Chicagoland Entrepreneurial Center.

PROFESSIONAL HISTORY:

1988-present **Graduate Business Schools** including **University of Chicago, De Paul, Loyola, Illinois Institute of Technology, University of Wisconsin (Madison)**, *teaching assistant, guest lecturer.*

1981-present **Jordan-Webb**, Chicago, IL, *president, owner*

1979-1980 **Ben Franklin Division (Household Finance Corporation)**, Des Plaines, IL, *business analyst, consultant.*

1978-1981 **Mid-America Stores Corporation**, Melrose Park, IL, *director of software development, project manager, consultant.*

1978-1979 **National Drug & Chemical Company of Canada**, Pointe Claire, Quebec, Canada, *consulting project manager, business analyst.*

OTHER PROFESSIONAL HISTORY 1968-1978:

Management Systems Technology, Chicago, IL, *project manager, project leader, developer, trainer.*
National Opinion Research Center (NORC), Chicago, IL, *programmer analyst.*
Institute for Educational Research, Downers Grove, IL, *programmer analyst.*
Columbia Broadcasting System (CBS), New York, NY, *contract programmer.*
University of Chicago (Education & Pharmacology Depts.), *programmer, advisor, operator.*

PROFESSIONAL ASSOCIATIONS:

American Management Association
International Association of Facilitators (IAF)
Jazz Institute of Chicago (JIC)
Midwest Facilitators Network (MFN) (Director, Co-Founder, Webmaster)
Midwest Society of Professional Consultants (MSPC) (Program Committee Chair)
National Black MBA Association (NMBAA) (Life Member)

EDUCATION & TRAINING:

1990-2004 **WebIQ, LLC**, WebIQ Facilitator Certification
Institute for Performance Culture, Team Developer Training & Certification, Forte Certification
Barnett Data Systems, Data Warehouse Management & Development
CMBDC Corporate Bridges, Total Quality Management
Executive Development Institute, Strategic Thinking
Ventana Corp/GroupSystems.Com, Distributed/Virtual Meetings, GroupSystems & Team Leader Cert.
Institute of Cultural Affairs, Facilitation Training, Strategic Planning
Kenwood Associates, Novell Netware CNA/CNE/CNI Training
Leadership Strategies Incorporated, Fundamentals of Facilitation
American Management Association, Integrating IE Technologies, TQM for Small Businesses
ATLIS Performances Resources, Facilitation Training (The METHOD-JAD).
Interaction Associates, Facilitative Leadership Training.
JAD Institute, Facilitation Training (JAD-on-the-JOB)
MG Rush Systems, FAST Facilitator Training, Advanced Facilitator Training
Sandler Sales Institute Sales Strategies, Sales Psychology

1965-1970 **University of Chicago**, Economics, Germanic Languages and Literature

AVOCATIONS:

Hiking, Squash, Volleyball, Softball, Travel, Foreign Languages, Folk Festival/Concert Production, Music, Opera, Theater, Ethnic Dance Teaching, Traditional American Square & Contra Dance Calling, Model Railroading, Website Development, Internet Research and Marketing.\

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