

Sample Resume 1: Diane Jackson

DIANE JACKSON

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OBJECTIVE

- To apply operational leadership skills and experience in a dynamic, education-focused nonprofit organization

SUMMARY

- Eighteen years of experience in management, strategic planning, and analysis
- Proven ability to develop a vision, achieve consensus, and deliver results in a wide variety of corporate and nonprofit settings, with increasing levels of official authority
- Strong leadership, interpersonal, and communication skills

PROFESSIONAL EXPERIENCE

Independent Consultant, Carlisle, NJ
(2003-present)

- On volunteer basis serve as Director for Enliven, a nonprofit organization providing *pro bono* consulting services to innovative, education-focused organizations
 - Developed and executed capacity-building needs assessment and strategic plan in preparation for expansion of a \$1.5 million after-school program and identified needed upgrades in the areas of program evaluation, organizational communication, marketing and systems
 - *Results:* Enliven executed strategic plan and has expanded from three sites to five over two years while increasing enrollment at existing sites
- Led strategic planning process for \$600 million division of large financial-services company
 - Developed process to understand and assess market environment, determined levers of client value, evaluated business strategies, and implemented selected plan
 - Facilitated planning sessions among diverse senior management teams with varied objectives to achieve consensus on goals, strategies, and plan
 - *Results:* Plan accepted by Corporate; division targeted for additional investment; management team reported plan was best and most integrated they had ever done

Boston

535 Boylston St., 10th Floor
Boston, MA 02116
P 617 572-2833
F 617 572-2834

New York

3 Times Sq., 25th Floor
New York, NY 10036
P 646 562-8900
F 646 562-8901

San Francisco

465 California St., 11th Floor
San Francisco, CA 94104
P 415 627-1100
F 415 627-4575

- Developed process and approach to ensure on-time compliance with new SEC regulations for large mutual fund company
 - Worked with large, cross-company task force and several external legal firms to develop process to identify, document, and assess all regulatory policies and procedures within six-month window
 - Outlined and justified requirements for staffing, systems expenditures, and organizational changes
 - *Results:* Staffing and systems expenditures approved; project proceeding on schedule

Fordham Investment Management Services, New York, NY
Senior Vice President (1991-2003)
Vice President (1989-1991)

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| <i>Institutional Retirement Services Group (1999-2003)</i> | <p>Headed Marketing for Large Plan Services division, which provides 401(k) plan administration to Fortune 500 companies</p> <ul style="list-style-type: none"> • Co-led company-wide task force capturing assets eligible for distribution from 401(k) and other qualified plans • <i>Results:</i> Large Plan Services gross sales increased 20% over two years; gross rollover sales increased 25% |
| <i>Retirement Services Group (1996-1999)</i> | <p>Served on management team for start-up business unit capturing assets eligible for distribution from 401(k) and other qualified plans</p> <ul style="list-style-type: none"> • Launched and managed 70-person inbound and outbound telephone sales and retention operation • <i>Results:</i> Increased asset retention 41% over baseline; increased gross sales 38%; increased customer satisfaction |
| <i>Customer Problem Resolution Group (1992-1996)</i> | <ul style="list-style-type: none"> • Managed 200-person Customer Problem Resolution division supporting all retail product offerings • Redesigned process and organizational structure using customer input, process analysis and competitive benchmarking to increase efficiency and customer focus • Instituted comprehensive measurement system • Managed operating budget of \$35 million • <i>Results:</i> Increased customer satisfaction with problem resolution process by over 10 percentage points; decreased average turnaround time by over one day; doubled percentage of customers who felt that their issue was resolved at first contact; maintained level unit costs |
| <i>Various strategic planning and project management assignments (1989-1992)</i> | <p>Oversaw wide variety of strategic-planning and project-management assignments, including many inter-departmental and cross-functional teams</p> <ul style="list-style-type: none"> • Managed implementation of two-year, \$2 million redesigned customer statement system that affected 3.5 million customers; and introduced streamlined systems for fulfilling customer paperwork requests • <i>Results:</i> Increased customer understanding score on survey about statements; decreased statement preparation time by two days and costs by 15 percent and reduced time to meet customer paperwork requests by 35 percent |

Markmen Consulting Associates, Boston, MA

Consultant (1988-89)

Associate Consultant (1986-1988)

- Successfully planned and executed analytical projects of all sizes in various industries:
 - Multiple acquisition/joint venture analyses for \$2 billion diversified information-services company resulting in two purchases of over \$200 million each
 - Development and implementation of purchasing cost reduction program for household products/pharmaceutical products firm

NONPROFIT, VOLUNTEER EXPERIENCE

The Children's Exploration Center, New York, NY

Overseer (2003-present)

Co-Chair, Outreach Task Force (2003-2004)

- Led strategy development for expanding visitation from communities outside of New York City
- Coordinated activities of 14-member task force made up of employees, board members, and other volunteers; facilitated meetings and discussions
- Developed prioritized list of tactical and strategic recommendations, including new marketing messages, redesigned communications, and community outreach programs
- *Results:* Task force recommendations incorporated into 2004-2005 plan, resulting in 10% increase in museum attendance during Q1 and Q2 of 2006 and 5% increase in special program enrollments during same period

ABCs Nursery School, Carlisle, NJ

Treasurer (2001-present)

- Manage ongoing financial and budgeting process for \$200K annual budget
- Led efforts to secure space after landlord of 25 years abruptly terminated school's lease
 - Worked with landlord (local church) to develop solution that met needs of both parties and ultimately secured long-term lease at terms attractive to school
 - Developed financing plan combining fundraising, loans, and rent concessions to fund \$100,000 renovation project
 - Managed renovation project, including selecting contractor, approving design, and chairing committee overseeing work
 - *Results:* ABC relocated to new space at their existing location at lower rent; renovation completed on time and on budget; relations between school and church are stronger than ever

EDUCATION

Parker College, Bristol, RI

B.A., Mathematics, 1986

REFERENCES

Available upon request

Bridgestar (www.bridgestar.org), an initiative of the Bridgespan Group, provides a nonprofit management job board, content, and tools designed to help nonprofit organizations build strong leadership teams and individuals pursue career paths as nonprofit leaders.