

## Education

M.A. Management/Organization Development, College of St. Scholastica (2006)

B.A. Liberal Arts/Music, College of St. Scholastica

Mini MBA for Government Managers, University of St. Thomas

Certified Project Manager, University of St. Thomas

Human Resources Generalist Certificate, University of Minnesota Carlson School of Management Employer Education Service

Certified Emergency Manager, State of Minnesota Department of Homeland Security

## Experience

911 Expert Witness and 9-1-1 Operations consultant 12/2018 (current)

- Currently serving clients in 9-1-1 litigation

Extensive operations and executive management experience in local government: facilities, fleet, personnel, performance management, technology, labor relations, records administration and data practices, training, project management, business process improvement. Currently teaching 911 telecommunications theory and operations at the college level.

- Instructor, Anoka-Ramsey Community College, 911 Telecommunications 09/2019 (current)
- Lead Instructor, Hennepin Technical College, 911 Career Pathways program 09/2018 – 05/2019
- Director of Emergency Communications, City of Minneapolis 01/2010 – 09/2018
- 911 Operations Manager, City of Minneapolis 06/2004 – 01/2010

## Affiliations/Memberships

- National Emergency Number Association (NENA)
- Certified Emergency Number Professional (ENP)
- Association of Public Safety Communications Officers, (APCO)