

VICKI L. DEVOULD



Objective

Over twenty years of financial management/banking, educational leadership, social services/humanitarian work, human resource, inventory, merchandising, finance, customer service, logistics, and local government experience with great personality and the ability to adapt to various situations. Involvement and understanding working with effective operational management experiences. Motivated administrative professional, skilled at building strong working relationships with fellow staff, supervisors, and community members. Public relations experience.

Areas of Expertise/Highlights

Public Policy Background	Budget Development and Management	Analytical
Media Relations	Human Resource Experience	Sound Judgment
Local Government Background	Calm under Pressure	Customer Service
Citizen Engagement	Deadline Oriented	Ability to Multi-Task
Financial Accounting Development	Microsoft Office Suite Expert	Internal/External Audits
Project Management	Self-Starter	Deadline Oriented
Organized	Communication Skills	Inventory
Consumer Service Skills	Direct Marketing Operations	End Cap Displays

Education

Kalamazoo Valley Community College		
Associates of Arts Degree:	General Studies	GPA 3.27
Spring Arbor University		
Bachelor of Science Degree:	Organization Human Resource Leadership Emphasis in Workforce/Financial Management	GPA 3.55
Grand Valley State University:	Educational Leadership	GPA 3.97
Master of Education		
Master's Thesis: Developing Strategies, Training Programs, and Re-entry Plans, for Students and Teachers to Successfully Transition Youth from Juvenile Home Back into Traditional School Setting.		
Currently attending and pursuing Doctorate Degree at Eastern Michigan University in Educational Leadership and Counseling.		GPA 3.86
Dissertation: Making a Decision to Go to College: How Students from Low-Economic Status Backgrounds Come to Decide Whether They Will Go to College or Not.		

Organization/Committees

- KP/MEA - Union President (two year)
- KP/MEA - Union Vice President (two year)

- KP/MEA - Grievance Chair (two year)
- Bargaining - Committee Chair (six years)
- Knowledgeable in the area of - all union staff contracts and tenure staff employees.

Professional Presentations

- Strategic Planning and Development - Multiple and continuous presentations at professional development.
- Proficiency Projections - Multiple and continuous presentations at staff meetings.
- Interactions and Communication with diversity amongst individuals – Multiple and continuous presentations at professional development and staff meetings.
- Framework for Professional Practices - Presentations at Board meetings.
- Restructure Review for Leaders - Presentations at Board meetings.
- Take Charge Within the Interview Process - Multiple and continuous presentations at staff meetings.
- Community and staff Involvement - Multiple and continuous presentations at staff meetings. In addition to setting up times to have staff group meetings.
- Opportunities for Growth in Organizations - Multiple and continuous presentations at professional development and staff meetings.
- Employee Retention - Multiple and continuous presentations at staff meetings. Additionally, meeting with the Human Resource Department on a continuous basis.

Highlighted Achievements

- Facilitated on various committees such as: Leadership Team, Interview Team for the district, Crisis Intervention Team, Project Development Improvement Plan.
- Organized and ensured success of in-service sessions and workshops.
- Designed and implemented a system for staff.
- Seven years - Secondary teacher.
- Twenty years - Management/Leadership.
- Personnel Executive Facilitator.
- Financial Management and Developing Customer Relationships.
- Create and maintain systems in multiple departments and academic program development.
- Business Owner five years.

Online Instructor for Davenport University 2019 to present.

- Teach assigned courses as specified in the schedule and course outline.
- Evaluate and select texts and instructional materials; prepare course materials and lesson plans.
- Provide students an approved syllabus that includes course objectives and learning outcomes, teaching methodology, attendance policies in line with those of the college, texts, and readings assignments and deliverable timelines and evaluation criteria.
- Use the colleges learning management system to post syllabus, assignments and other materials and to communicate with students.
- Deliver course content using a variety styles and provide interesting and engaging assignments that demonstrate the real-world applications of concepts covered.
- Observe and evaluate student performance in meeting course objectives and learning outcomes through assignments, projects, discussions or examinations. Provide feedback in a timely manner on student progress.
- Be available for student consultation through office hours, scheduled appointments, by phone, and email.

- Maintain records of enrollment and attendance, assessments, and grades, submit class rosters and grade sheets by the deadlines established by the college.
- Encourage students to submit course evaluations, review course evaluations when available and use feedback to improve course delivery.
- Revise and update course content as needed.
- Attend one or more orientation sessions to become familiar with the College's mission and teaching philosophy, policies and procedures and the learning management system.
- Meet with the Dean or Program Chair as needed to discuss all aspects of the course including student progress and curriculum development.
- Submit an annual performance review.

KPS – Educator/Registrar/Assistant Director/Administrator Student Services - December 2006 to December 2018. A caring and enthusiastic leader with a strong commitment to human character and individual development. Excellent background and proven success helping individual maximize their full potential.

- Oversee and evaluate staff.
- Develop maintain relationships with funding partners and organizations leaders in the community to discuss constituents on-going needs.
- Provide funders with appropriate documents with on-going progress and usage of funds.
- Provide professional development trainings for staff in specific areas of needs.
- Build and fortify existing partnerships as well as identifying new partnerships.
- Conduct quarterly reviews for budgets/finances for each building. Making sure staff in compliance with rules and regulations.
- Oversee budgets for multi-buildings facilities.
- Job may consist of traveling between buildings.
- Produce and implement strategic plans involving day to day and long-term management strategies.
- Grant writing: budget proposals, letter of proposals, diversity, and inclusion plans, monitoring existing grants using excel, assessments and outcomes, what tools used to evaluate the outcomes and how is it shared with other audiences.
- Hiring and evaluating performance of staff.
- Identifying methods to reduce costs and improving efficiency.
- Supervising and expediting the flow of projects with proper scheduling.
- Liaising between staff, constituents, and personnel of private and public organizations.
- Planning and overseeing administrative operations of court documents for pending cases for staff and students.
- Planning and allocating budget for smooth functioning of all departments.
- Oversee risk management for buildings.
- Attend board meetings to report on current activities.
- Preparing notice and letters setting hearings on consistent basis for cases.
- Submit regular reports to state agency concerning, financing, budgeting defense reports etc.
- A part of the audit team for state and federal purposes.
- Oversee sales and fundraisers for buildings.
- A part of Bargaining and Negotiations team. Bargain in good faith across elementary and secondary buildings. Bargain for TA agreements and negotiate contract language for administrators, teachers, paraprofessionals & secretaries, behavioral specialist and cafeteria staff.

Metron of Kalamazoo Nursing Home - Human Resource Director-September 2004 to November 2006

- Supervise 250 Nursing Staff Employees.
- Follow up with media coverage. Available for speaking engagements as needed.
- Interview, supervise and terminate all employees.

- Conduct evaluations on all employees.
 - Grant writing: budget proposals, letter of proposals, diversity, and inclusion plans, monitoring existing grants using excel, milestones and goals and timeline, what tools used to evaluate the outcomes and how is it shared with other audiences.
 - Maintain relationships with donors and funders.
 - Provide funders with appropriate documents with on-going progress and usage of funds.
 - Conduct meetings with families and doctor's regarding evaluations on patients.
 - Did rounds and assisted the doctors with wound care when patients came into the facility.
 - Assisted doctors with charting and doing assessments on the patients.
 - Scheduling for 250 employees.
 - Workers Compensation and Unemployment Claims.
 - Complete payroll processing for the facility (payroll corrections, tracking tto & processing requests, garnishments, child-support, create timecards, calculate each employee's hours, etc.).
 - Employment verifications on all employees.
 - Process criminal background checks.
 - Interview and coordinate attendees for orientation.
 - Supervise business manager and staff in business office; and manage the daily banking functions of the resident trust.
- Accounts Payables and Receivables
 - Have monthly meeting with the State of Michigan regarding rules and regulations.
- Process and take the deposit ticket to bank.
 - Proficient in MDI, excel, word, outlook.
 - Develop and oversees budget to ensure adequate funding.

Laurels of Galesburg Nursing Home - Case Manager & Activity Coordinator –April 2004 to November 2006

- Assure that all activity progress notes charted are informative and descriptive of services provided.
- Assist in standardizing the methods in which work will be accomplished.
- Participate in community planning related to the interests of the facility and the services and needs of the resident and family.
- Keep abreast of current federal and state regulations.
- Participate in discharge planning, development and implementation of activity care plans and resident assessments.
- Make recommendations to the activity director concerning the operation of the activity department.
- Make routine visits to resident's room and perform assistance with crafts, projects, etc., as necessary.
- Maintain confidentiality of all resident care information.
- Ensure that department work areas are maintained in a clean, sanitary, and safe manner.
- Follow established infection control procedures.
- Provide group activities such as bingo trivia, etc.
- Assist with interviewing, hiring, and terminating all employees.

National City Bank - Risk Fraud Department Loan Manager-August 1998 - March 2004

- Responsible for domestic and foreign warning bulletins data base.
- Prepare cost analysis reports with good organizational skills.
- Train, evaluate, and oversee 200 employees.
- Detail record keeping of customer personal information.
- Investigates and research lost and stolen card accounts.

- Assist with word processing duties.
- Handle confidential customer's portfolios.
- Handle member's sales, transaction, and services.
- Analyze and oversee the bank customer's loan portfolio.
- Develop policies and procedures to grow the bank revenue and increase customer services.
- Assist customers with finance charges, line increases, and monthly statement formats.

National City Bank – Supervisor - Customer Service Mortgage Department -August 1995-August 1998
(All transaction is done through multi-phone line system in a call center environment)

- Escalated customer issues/problems and concerns (to me) to find the best possible solutions.
- Assist customers with finance charges, line increases, ordering credit or debit cards, and monthly statement formats etc...
- Monthly sale goals
- Update customer information on computer to insure proper delivery and customer satisfaction.
- Maintenance on computers and computer upgrades.
- Supervise and evaluate customer service representatives within banking environment.

Hobbies/Volunteer Activities

- A. Running, Meditation, Walking, Exercising
- B. Computer, Spiritual Reading (Bible), Attending church events/services, Writing
- C. Volunteer Eastside Neighborhood Association & Edison Neighborhood Association
- D. Leadership Committee
- E. Grievance/Mediation Committee
- F. Minister at Kalamazoo County Jail to Inmates
- G. Advocate and resource for families throughout the community

Vicki L. DeVould

Phone Number

Date: October 11, 2020

Subject: Application for the post of Executive Director Position

Dear: Leadership Team:

I am writing in the response of the Executive Director Position. I am a talented professional with exceptional skills and experience in management and multiple diverse areas. My ability to learn quickly and apply knowledge effectively along with my professional background will enable me to play a valuable role in this position. My experience includes successfully developing and deploying strategic processes in all departmental areas; overseeing logistical coordination of task developments/assignments, project management, and report generation; and managing/leading staff training initiatives to maximize productivity, efficiency, and overall performance. Through my experience, I have become adept in ensuring adherence to organizational goals and requirements. The following achievements demonstrate my qualification for this position:

- A. Coordinating all aspects of the framework for the business budget planning, forecasts, and overall operations while demonstrating superior organization time management and leadership skills.
- B. Successfully spearheading projects throughout all phases of life cycle from planning through execution while containing costs, achieving optimal stakeholders, staff, and constituent's satisfaction and maximizing fundraising bottom-line profits.
- C. Organize staff training and management activities to stimulate top-flight team performance and ensure stringent compliance with regulations and guidelines.

A position of the magnitude of the Executive Director demands a candidate with sound educational credentials, proven experience at multiple levels in higher finance and business objectives. I am able to provide goals with an innovative vision for the future, knowledge and background in corporate partnerships and theoretical direction for employees. I truly feel every individual is entitled to quality satisfaction during experiences and visits in any professional structural setting. A solid history of effective decision-making skills and dedication working with staff, individuals, and families from different backgrounds. Demonstrated capabilities in collaborating with sponsors, shareholders, and stakeholders in the communities, regarding individual success, and achievement within the organization.

Technology

The importance of technology improves skills within digital learning, problem solving, listening, planning, building teams, presentations and communication abilities. Another factor of technology is the increase of collaboration among staff and business partners. It also allows the Executive Director and employees to utilize the software in standardized, secured web-based platform where staff can access tracking of material, schedules, and ensure compliance with procedures. In addition, technology will help facilitate data, presentations for staff meetings, and centralize cost control. Technology will also play a role in helping staff learn, grow, and immerse themselves with confidence in their organization. Within the different employment, I have engaged myself with; I have had the pleasure of serving on technology

committees. I became familiar with both hardware and software responses to computers. Transitions to new operating systems or software can be very challenging. Modifying specific programs and practical assessments regarding adapting to staff and the public needs. Therefore, this will also help the programs, resources, and short/long term strategic plans in the employment sector. It is very important as a professional leader that I remain tech savvy in order to enhance employee's knowledge and skills and to build on the business or organization daily fundamentals.

My proven ability to optimize operational and team success, along with my acute talent in providing an exceptional level of customer service and satisfaction, will contribute immensely to the success of your organization. Thank-you for your consideration; I look forward to speaking with you soon.

Sincerely,

Vicki DeVould

References of Vicki L. DeVould
Kalamazoo, MI 49001



I give permission to contact my last immediate supervisor and other references as needed.

Hawkins, William – My Last Supervisor

Contact First

Administrator for Kalamazoo Public Schools



Kalamazoo, MI 49008



Fields, Wendy – Professional Colleague

Contact Second

Retired County Case Coordinator



Kalamazoo, MI 49007



Wallace, Murel – Professional Colleague

Contact Third

AV Coordinator for Kalamazoo Public Schools



Kalamazoo, MI 49048



[REDACTED]

Posey, Sharondra – Professional Colleague

Executive Assistant for Kalamazoo Public Schools

[REDACTED]

Kalamazoo, MI 49006

[REDACTED]

Taylor, Yulonda – Immediate Volunteer Supervisor

Youth Supervisor for Eastside Neighborhood Association

[REDACTED]

Kalamazoo, MI 49048

[REDACTED]

[REDACTED]

Washington, Von JR – Professional Colleague

Executive Director of Community Relations

Did not provide address

[REDACTED]

[REDACTED]

Wilson, Connie – Professional Colleague

Client Manager for PNC Bank

[REDACTED]

Portage, MI 49024

[REDACTED]

Stearns, Michael Dr. – Faculty Director and Advisor (Retired)

Department of Education Director for Grand Valley State University

[REDACTED]

Grand Rapids, MI 49504

[REDACTED]

[REDACTED]

Executive Director - Michigan Independent Citizens Redistricting Commission

Supplemental Questions

1. How many years of experience do you have working in Michigan state government and/or public sector administration? o none, o 1-4 years, o 5-9 years, o 10 or more years?

Answer: Ten or more years. (I have a total of 20 years' experience).

2. Describe your experience working in an executive level position.

Answer: Embarking on this journey, the Executive Director will face oppositions and challenges. In uncertain and turbulent times and accepting those challenges means enduring the journey. One of the main challenges in leadership is building trust amongst your staff and top-level management. To develop cooperative goals and roles, leadership must be received from all staff. As the leader on a facilitator role, my job is to help staff and top-level management be successful. I will administer and give staff what they need to be successful and then allow them time to implement the plan.

Furthermore, I have proven interpersonal and communication skills plus the ability to handle multiple tasks effectively and accurately. I love helping my staff departments run smoothly and efficiently. Thus, I also believe my experience in an executive level position is crucial for making business-critical decisions, averting crisis, and acting as the face and voice for top level management. Therefore, I'm a self-directed team player with a goal-oriented mindset who is always willing to go the extra mile. Lastly, my goal is always to stay one step ahead and remain open minded and involved in the changing needs of top-level management and the entire organization.

3. How many years of experience do you have managing staff? o none, o 1-4 years, o 5-9 years, o 10 or more years?

Answer: Ten or more years. (I have a total of 22 years' experience).

4. Describe your leadership approach and explain how you have implemented this approach in your current/previous position(s).

Answer: I would describe my leadership approach as a combination of democratic, transformational, and transactional leadership styles. I delegate tasks as needed and enjoy taking the lead on projects, but I also like to stay involved and inspire my team by showing that I am working hands-on to help them. For example, I have noticed when my team and staff see how I am working hard and leading, it makes them realize the importance of hard work, and of becoming a team player. I have implanted those different leadership approaches through effective delegation and communication. I always try to delegate tasks to whoever is best equipped to perform well in the task, and I try to communicate clearly about what needs to be done and why. In return this eliminates back-and-forth, mistakes, and needing to re-do tasks. Taking more time to communicate effectively at the beginning of the project, and delegating properly, both end up saving time as a project advances. Furthermore, as a leader, it is my due diligence and working for top level management as well as it is my role to assist them in achieving their projects and goals. I always try to set a good example for my employees, customers, family, and friends. I'm an active listener and always learning and striving to complete all tasks/projects with excellence.

5. Do you have experience in accounting, developing, and executing a budget, or public reporting?

Answer: I have 20 years of experience in charge of monitoring, managing, preparing financial documents and in charge of budget development and implementing the budget processes. Through my documentation and detail analysis, I relish helping organizations keep their finances in order. I am a committed professional leader dedicated to maintaining accountability and upholding the ethical practice of business finance and timely reporting.

6. Are you familiar with the Open Meetings Act?

Answer: Yes, the Open Meetings Act consist of:

- ❖ Any gathering whether in person, on video or audio and must have majority or quorum of the members of a public body discussing public business.
- ❖ Any meetings provided of government agencies shall give the public adequate notice of the meetings and allow the public to inspect meeting minutes.

I have been a part of MEA/KSP Board of Directors. I was the president, vice president, and grievance chair. I know the importance of following all policies, rules, and regulations. The meetings of the governing bodies of public agencies must be made open and accessible to the public.