

TIM MENDAL
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DEMONSTRATED SKILLS

- Training
- Project management
- Departmental management
- Purchasing
- Contract negotiations
- Outsourcing
- Facilities management
- Computer systems
- Telecommunication systems
- Systems analysis / design / acquisition / conversion / implementation / structured testing and DeMarco structured analysis
- Evaluation and use of CASE tools

INDUSTRY EXPERIENCE

- Medical / Hospital
- Pharmaceutical
- Transportation
- Education
- Banking
- Leasing

APPLICATION EXPERIENCE

- Human Resources
- Banking
- Accounts Payable
- Pharmaceutical
- Payroll
- Revenue Distribution
- Accounts Receivable
- General Ledger
- Labor Tracking
- Mail / Copy Center
- Single Sign On (SSO)
- Support Desk

EDUCATION

MBA University of St. Thomas – St.Paul, MN

BBA University of Wisconsin – Milwaukee, WI
Majors: MIS and Human Resources

TES University of Minnesota
Teacher Education Series

CONSULTING HISTORY

CONSULTING BY *M* INC.

1994 – Present

- Created this consulting firm to design and implement business and technology solutions after a career in progressively more responsible positions within the computer and training industries. These contracts are generally short term in nature and are initiated by management to address specific concerns.

ALLNA HOSPITALS AND CLINICS

- Engaged to develop and write operational manuals and training materials for a new pharmacy system. Design and conduct train the trainer sessions. Design training rollout.

THOMSON REUTERS

- Engaged to design and deliver training for Cisco VOIP telephone system. Both telephone usage and call center training. Executed North America implementation. Worldwide delivery 2009 - 2010

CHILDREN'S HOSPITALS AND CLINICS OF MINNESOTA

- Engaged to design, manage and train hospital staff in the use of a new SSO security system. Responsible for developing and implementing plan to train 2500 users over a 45 day period. Assisted in the conversion of 1000 workstations throughout the entire organization and deployment / training in Xyloc proximity card system.

FOR YOUR INSTRUCTORS

- Regularly engaged to teach prepackaged and custom designed courseware to various organizations across North America.

BOARD OF PENSIONS - ELCA

The Board of Pensions manages the medical, dental and pension benefits for members of the Evangelical Lutheran Church in America. They currently manage assets of approximately \$4.5 billion.

- Analyzed and documented the work performed by the mail processing, copy duplication, help desk and reception areas. This included all contractual relationships and personnel requirements.
- Created and negotiated outsourcing proposals with Kodak and Xerox.
- Created master work plan used to implement departmental and procedural changes.
- Participated in the creation of a technology plan that was used to allocate IS resources over a three year period.

JEFFERSON BUS LINES

Director of Information Systems

- Created, staffed and managed the IS department.
- Converted the company's 25 year old system to a Wide Area Network with connections to US subsidiaries.
- Developed and executed disaster recovery plans for 2 separate catastrophes that destroyed every piece of electrical equipment in the building. For each occurrence the business was functional within 24 hours and completely restored within 72 hours.
- Trained all internal employees on Excel, Word and the use of network technologies.

TRANSPORT AMERICA

Transport America is a \$120 m/year company that specializes in the transportation of general freight.

Business Analyst

- Performed iterative interviews, data-flowed and analyzed the entire order process from initial customer contact through shipment delivery, collections and driver payments. This resulted in both system and process changes which yielded savings of over \$500,000 per year.

Director of Quality

Promoted to this position at the request of Transport's Fortune 100 clients to implement quality programs.

- Created slide presentation used for the IPO road show. This included creation of computer enhanced images to present a vision of the company to the financial community.
- Designed and implemented computer training classes and facilities for internal staff.

EMPLOYMENT HISTORY

DUNWOODY COLLEGE	09/07 - Present
Adjunct Instructor - Bachelor's degree program Responsible for course design, content and instruction for multiple courses including Capstone Thesis, Data Quality, Leadership, MIS and other soft skill management courses.	09/07 - Present
Evening School Coordinator Manage all academic and operational issues that arise during the evening hours.	03/10 - 01/13
BRYANT & STRATTON COLLEGE	09/03 - 09/04
Adjunct instructor teaching computer science and Microsoft application courses.	
ADVANCED INTERACTIVE SYSTEMS	09/02 - 12/02
Federal contract to train TSA airport baggage screeners throughout the United States.	
ST. MARY'S UNIVERSITY OF MINNESOTA	09/00 - 06/01
Adjunct Instructor teaching hardware and software courses in the IS program.	
NEI COLLEGE OF TECHNOLOGY	06/97 - 07/00
Evening Administrator (Dean) Manage all activities and personnel for the evening school program. This included faculty and support staff as well as student and community issues.	01/98 - 07/00
Adjunct Instructor Responsible for course design, content and instruction for multiple IS courses	06/97 - 07/00
BARRETT MOVING & STORAGE	12/88 - 12/93
Barrett Moving and Storage is the second largest United Van Lines agent in the U.S. specializing in the relocation and storage of household goods, electronic equipment, artwork and trade show displays.	
Chief Information Officer <ul style="list-style-type: none">• First IS person ever hired by the company. Analyzed current information systems and right sized the company's computer systems from a mini computer to a local area network with (2) wide area networks using lease line connections to an IBM mainframe at United Van Lines Headquarters in St. Louis. During this conversion all work flows were analyzed and all code rewritten. This system was nominated by Novell for the Enterprise Networking Excellence Award.• Re-negotiated purchasing, maintenance and telecommunication contracts which yielded savings of \$100,000 per year and provided direct billing to subsidiary agencies.• Performed analysis, design and installation for all information systems including expansions due to company acquisitions.• Developed proposals, work plans and budgets for all information and telecommunication systems.• Created, staffed and managed a 4 person shop to implement the conversion and at the projects completion reorganized the group into a self managed, self directed work team.• Created inbound / outbound communication systems for use by customers and employees.• Managed remodeling of entire building that included the design, purchase and installation of new work areas, carpeting, painting, data / electrical cabling and construction projects.• Designed and implemented a labor tracking module that tracked labor by job and payroll information.	
CENTRON - DPL	11/87 - 12/88
Programmer / Analyst	
DATASERV, A BELL SOUTH COMPANY	11/85 - 11/87
Programmer / Analyst	
KRELITZ INDUSTRIES	08/84 - 08/85
Installer / Trainer <ul style="list-style-type: none">• Performed 30 full scale on site conversions (including training) within 90 days.• Project coordinator between Target Corporate HQ and Viking Computer Systems.	