

EDUCATION

PhD – Human and Organizational Systems (2016)

Fielding Graduate University – Santa Barbara, CA

MA – Human Development (2011)

Fielding Graduate University – Santa Barbara, CA

MS – Management Technology (2006)

University of Wisconsin-Stout – Menomonie, WI

Bachelor of Arts – Psychology (1995)

University of Wisconsin-Stout – Menomonie, WI

HIGHLIGHTS OF QUALIFICATIONS

Systems thinker and passionate leader with experience in multiple industries impacting the culture and performance of organizations. Proven ability to manage conflicting points of view and display a strong awareness of the growing diversity in the workforce's cultural backgrounds, levels of education, and experience. Strong commitment to organizational goals for the success of all stakeholders.

- Documented success in building teams and creating successful organizational cultures.
 - Recognized for successful quality management systems (TQM, ISO 9000, Lean, Baldrige) implementation in multiple industries: manufacturing, document management, telecommunications, ISP, semiconductor, and higher education.
 - Established ability to reduce costs by 5% or more, increase morale, reduce turnover by 50%, and build customer bases through successful process improvements and organizational development.
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ACADEMIC WORK EXPERIENCE

University of Wisconsin-Stout – Menomonie, WI (2005 – Present)

Senior Lecturer – Operations and Management Department (2007-Present)

Program and Planning Analyst/Process Improvement Specialist (2005-2008)

Educator and internal consultant for organizational development and quality management systems as well as other process improvement services.

- Courses levels taught include undergraduate freshmen to seniors and masters level graduate students. Consistently receive positive evaluations from students, peers, faculty, and administration.
- Various process improvement and OD projects creating leaner processes and cost savings for multiple departments.

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- Facilitate the Online Teaching Sharing Community focused on producing the most effective online educational environment and experience for students and faculty.
- Partner and adviser with the Discovery Center's Leadership Development Institute and Professional Development units.

COURSES TAUGHT

INMGT-200 – Production and Operations Management
INMGT-300/500 – Engineering Economy
INMGT-305/505 – Resource Planning and Material Management (RPMM)
INMGT-320/520 - Quality Concepts
INMGT-325/525 – Quality Management
INMGT-400/600 – Organizational Leadership
INMGT-420/620 – Quality Assurance Practicum
INMGT-465/665 – Industrial Management Capstone
SMGT-340 – Organizational Behavior and Sustainability
SMGT-782 – Sustainable Supply Chain Management

CONSULTING WORK EXPERIENCE

MW Advising – Fremont, CA – Menomonie, WI (2003-Present)

Principal Adviser

Provide advisement and consulting services encompassing organizational development, QMS implementation, and production & operations development. Strategic planning processes and gap analysis services provided. Process and system auditing, process mapping, and customer service skills training. Personal mentoring and coaching also provided.

- Achieved Applied Materials (AMAT) Special Process Supplier Approval in 3 months (average was 18 months).
- Instructional design, advisement, and presenter for the Leadership Academy with Krueger Leadership Academy.
- Implementation of production operations and quality management tools increasing productivity and morale: a few examples include process management, balanced scorecards, lean processes (5S, VSM), and strategic planning.
- Leadership and organizational development for all levels of an organization: self-assessment, training and development, and coaching to increase the overall effectiveness and excellence of the organization.

INDUSTRY WORK EXPERIENCE

Western Technical College – La Crosse, WI (2008-2009)

Project Development Coordinator – Business and Industry Services (BIS)

New position within Business and Industry Services. Provided guidance and development of the seminar series and short term certificate programs for business and industry targeting specifically dislocated workers. Leadership of grant programs and other projects for the college.

- Co-developed new BIS marketing plan and materials.
- 8 new skills institutes offered in summer of 2009; approximately 75 workers trained.
- Completed RISE Career Pathways grant of 50K for energy industry jobs.
- Received the Certified Logistics Associate (CLA) – Manufacturing Skills Standard Council Certification (MSSC).

Pentagon Technologies – Semiconductor Products Group - Livermore, CA (2000-2003)

Director of Operations

Responsible for the direction of the customer service, manufacturing, purchasing, and inventory teams. Annual product sales of 10 million. Support of all major domestic and international customers including AMAT, Intel, and HP. Implemented and maintained an ISO 9001:2000-compliant quality management system for corporate and business unit. Implemented vendor management system.

- Supervised the creation of Calibration Lab service department resulting in a 30% decrease in warranty costs.
- Managed product life cycle teams for QIII®+ Surface Particle Detector and QView® Environmental Monitoring System.
- Achieved approved vendor status for Applied Materials (AMAT) in 6 months; average time was 18 months.

Other professional experience (2000-1994) includes: Quality Assurance Facilitator for ISP Channel in Mountain View, CA; Quality Systems Facilitator-Western Region for Danka Services International in Fremont, CA; Accounts Receivable for Imation/Metatec in Fremont, CA; Director of Quality for CHAT Communications in San Rafael, CA; Quality Analyst/Designer-Trainer for 3M/Imation in Fremont, CA and Menomonie, WI.

ACADEMIC RESEARCH

Lead Investigator for interdisciplinary research titled “Pushed out: Understanding women's lived experiences of (in)voluntary career exit.” Phase one completed in Fall 2017. Phase two to be completed in Spring 2018. Phase three to be completed in Summer 2018.

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Unpublished Articles/Manuscripts/Books:

Wilson, M. (2006). *Total Quality Management (TQM) at the University Centers*. Unpublished manuscript, University of Wisconsin-Stout, Menomonie, WI.

Wilson, M. (2016). *The last straw: Betrayal and career exit among professional women*. Dissertation Published. Fielding Graduate University, Santa Barbara, CA.

Student Research:

Committee Member for M. Lynch Dissertation paper titled *The impact of a project manager's level of consciousness: How does the project manager's level of consciousness impact the environments of complex projects?* 2010-2012.

Reviewer for A. Moren undergraduate research paper titled *An unsuccessful empirical study of the effectiveness of problem solving via concept mapping*, Fall 2014.

Committee Member for L. Rott graduate research paper titled *Successful thought leadership in the healthcare industry*, Spring 2015.

Committee Member for C. Aspinwall graduate research paper titled *Student performance: Correlates to proactive personality, self-efficacy, and motivation*, Spring 2017

Committee Member for J. Smoot graduate research paper titled *Measuring ethnocentrism within a company's organizational structure*, Spring-Summer 2017

UNIVERSITY SERVICE ACTIVITIES

Online Teaching Sharing Community – 8/2013-Present (Facilitator 1/2014-Present)

Nakatani Teaching and Learning Center Board Member – 8/2014-Present

Academic Staff – Positive Action Committee – 8/2015-Present

Senate for Academic Staff – STEMM (previously COM) Representative – 1/2016 – 10/2017

STEMM Dean's Search Committee (accelerated) – 1/2016-4/2016

Alpha Phi Omega Service Fraternity Advisor – 3/2011 – 12/2013

Operations and Management Hiring Committee – 8/2013-06/2015

Planning and Review Committee – Alternate Member – 8/2013-08/2015

Film and Film Studies Community of Practice Member – 8/2013-5/2014

RSD Community of Practice Member – 08/2014-05/2015

People Process Culture (PPC) Advisory Board Member – 6/2006-6/2010

PROFESSIONAL ACTIVITIES

Selected Professional Related Presentations:

Wilson, M. *The Gravitational Pull of Change*, presented at University Centers Strategic Planning Session, June 2007.

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Wilson, M. *The Gravitational Pull of Change*, presented at the 2008 Manufacturing Advantage Conference hosted by NWMOC and UW-Stout, May 2008.

Wilson, M. *The Gravitational Pull of Change and Generational Diversity*, presented to Western Technical College Management Forum at their annual retreat, May 2008.

Wilson, M. *Bridging the Gap: Communicating between the Generations*, presented to SitePro for their community training programs, October and November 2008.

Wilson, M. *Driving Enthusiasm to your First Line Resource*, presented at the 2009 Manufacturing Advantage Conference hosted by NWMOC and UW-Stout, May 2009.

Wilson, M. *Utilizing strengths to survive and thrive*, presented at the 2010 Manufacturing Advantage Conference hosted by NWMOC and UW-Stout, April 2010.

Wilson, M. *What do you expect when you're growing a successful company*, presented at the 2011 Manufacturing Advantage Conference hosted by NWMOC and UW-Stout, May 2011.

Wilson, M. *Leadership and Quality Management (various topics)*, presented as part of the Young African Leadership Initiative (YALI) hosted by UW-Stout, July 2014 and July 2015

Wilson, M. *The last straw: betrayal and career exit*, presented at the Society for Phenomenology and Human Sciences conference hosted by SPHS in New Orleans, LA, October 2014.

Tiala, S., Navarre, J., & Wilson, M. *RSD framework connecting research & pedagogy*, presented at the Contemplative Pedagogy Conference hosted by OPID in Green Lake, WI, April 2015.

Wilson, M. *Pushed Out: Understanding women's lived experiences of (in)voluntary career exit*, presented at the Society for Phenomenology and Human Sciences conference hosted by SPHS in Memphis, TN, October 2017.

Kerber, A. and Wilson, M. *Pushed Out: Understanding women's lived experiences of (in)voluntary career exit*, presented at the National Communication Association hosted by NCA in Dallas, TX, November 2017.

Professional Related Community Activities:

Participant - Team in Training - Raised \$2700 by running the Honolulu Marathon
Main Street Menomonie Strategic Planning Committee
Menomonie Chamber of Commerce Ambassadors

Professional Memberships:

Senior Member, American Society for Quality Control
Society for Phenomenology and Human Sciences
National Communication Association

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PROFESSIONAL CERTIFICATION(S)

Certified Logistics Associate – Manufacturing Skills Standard Council Certification (2009)

RECOGNITIONS AND HONORS

Outstanding Teacher of the Year – College of Management – 2010-2011 Academic Year (UW-Stout)
4 Time winner of the Leadership Award – Products Group (Pentagon Technologies)
Western Region Support Team Member - 4th Quarter and Yearly Award (Danka Services International)
