Kevin B. Wilkinson EdDOL, MBA

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Profile

An experienced higher education provider with industry experience in Leadership, Supply Chain Management, Operations, and Process Improvement. Successes in the Manufacturing, Healthcare, Retail, and Higher Education industries facilitate my ability to be flexible and adaptive to multiple environments

Skills and Strengths

Leadership Development	Change Management	ISO 9000:2000
Operations Management	Strategic Planning	Lean Six Sigma
E-College	Desire2Learn	Black Board

Education

Doctorate of Education in Organizational Leadership, Argosy University School of Business
Dissertation Topic: The Moderating Effect of Leadership Style on Conflict in Multinational Culturally Heterogeneous Project Teams, GPA 4.0/4.0

Masters of Business Administration, University of New Hampshire
Concentrations: Entrepreneurship, Organizational Development, GPA 3.3/4.0

Bachelors of Science in Psychology, Plymouth State University
Concentration: Industrial Psychology

Employment History

MN State – Anoka Ramsey Community College **8/2017 – Current**
Adjunct Instructor
Teaching both online and in-person courses in Written Business Communications, Principles of Marketing and Principles of Retailing.

Art Institutes International Minnesota **7/2010 - 6/2017**
Assistant Professor
Designed and delivered course curriculum for Business Management courses. Graded assignments for as many as six courses concurrently while providing counseling, coaching, and mentoring to students in regular meetings. Provided support to continuous improvement efforts as the program assessment coordinator.

- Developed and delivered the curriculum for a total of 26 subjects, 111 courses, and approximately 5000 delivery hours with both on-line and in-person content
- Consistently received exemplary performance reviews and teaching performance ratings from student surveys, as well as peer and supervisory reviews
- Provided leadership to program team as the lead faculty member
- Conducted several peer faculty development sessions on leadership in the classroom, conflict management, learning management systems, Excel, and student engagement
- Awarded status as Assistant Professor through “Rank and Title” process

Wilkinson Consulting Services **5/2008 - 6/2017**
President
WCS provides organizations with support in operations, supply chain management, employee engagement, quality management, leadership development, change management, and organizational development.

- Acted as interim COO for $10 million manufacturer during a five-month transition improving process efficiencies, providing strategic planning, and leadership stability
- Lead organizational development efforts using a variety of change management methods
- Reengineered supply chains to eliminate bottlenecks increasing throughput and reducing errors by 30%.
- Coach leadership teams and created development and succession plans

Restructure organizational designs improving communications, employee morale, and command efficiency

United Health Group/United Healthcare **4/2005 - 5/2008**
Senior Manager Business Operations (2006-2008)

Developed and implemented metrics and reporting for the contract installation process, including the development and maintenance of predictive financial models and multiple SQL databases. Designed, implemented and managed a Quality Management System, led Lean Process efforts, and provided recommendations to senior management.

- Forecasted optimum staffing levels with a 6-month lead time needed to conduct training, maintaining better than 90% accuracy levels allowing for a 25% improvement in staffing efficiency
- Improved accuracy, consistency, and productivity of Production Control auditing program through process redesign and enhanced process monitoring
- Provided oversight of divisions Lean/Six Sigma group as a Black Belt and Manager of three Green Belt Quality Consultants
- Hired, trained and managed more than 50 contract employees during peak volume periods
- Developed and maintained the Case Installation division scorecard for use in continuous improvement and performance evaluation by executive management

Senior Quality Manager, Clinical Operations (2005-2006)
Reengineered and managed the Provider Sanctions and the Quality of Care and Service processes improving the Provider Network quality.

- Utilized change management and process improvement methods to implement proven quality methodologies that resulted in a 66% improvement in process turnaround time and improved physician network quality
- Led cross-functional project teams on multiple projects resulting in reduced variation, improved operations and millions of dollars in cost reductions
- Managed two Business Analysts in executing UHC's Provider Sanctions program improving team and individual goal attainment by 50%

Polaris Industries Inc. **10/1999 - 4/2005**

Supply Chain Management Project Leader, Corporate Supply Chain Management (2003-2005)
Implemented and managed efforts to achieve an ISO 9001:2000-compliant quality management system across all 5 facilities.

- Coached C-Level employees regarding leadership, employee relations, change management, and management development
- Led team tasked with attaining three Certificates of Compliance allowing for sale of product in the European Union
- Developed an Engineering Project Status reporting system providing tracking and evaluation of all product development projects
- Led several cross-functional teams deploying an ISO Quality Management System throughout the supply chain

Training and Development Coordinator, Corporate Supply Chain Management (2001-2003)
Assessed training needs, developed content, scheduled, delivered, and measured impact of all supply chain related training throughout the organization. Provided HR Generalist support for Corporate Operations.

- Exceeded training goals by 15% developing over 220 hours of training content that was delivered to 95% of the target audience
- Developed and deployed training on several subject matters including: Failure Mode and Effects Analysis, Project Management, Product Development Process, Geometric Dimensioning and Tolerances, Production Part Approval Process, Failure Modes and Effects Analysis (FMEA), Corrective Actions, Quality Basics, Continuous Improvement and Statistical Process Control
- Facilitated Engineering and Manufacturing team meetings to develop FMEAs and Control Plans

Continuous Improvement Coordinator / HR Generalist, Osceola Operations (1999-2001)
Implemented and managed a Continuous Improvement / Lean program for a 750-employee manufacturing facility as well as providing HR Generalist support for the Materials, Procurement, and Quality departments.

- Provided oversight to more than 120 employee-driven projects that resulted in cost reductions of $1.5 million, exceeding improvement goals by over 100%
- Acted as point person in acquisition of an international subsidiary based in Chamonix, France
- Developed and trained all levels of employees in Project Management, Leadership, Continuous Improvement, Interviewing, Performance Management, and technical skills as well as supporting succession planning and 360 performance review processes
- Created and managed an associate's degree program in conjunction with WITC and UW Stout that was delivered in the factory increasing site participation in continuing education program by 1500%

College Community Engagement

Awarded Rank and Title as Assistant Professor, Art Institutes International, 5/2017
Assessment Committee, Art Institutes International, 7/2014-6/2017
Admissions Committee, Art Institutes International, 7/2014-6/2017
Admissions Workshops and Community Engagement, Art Institutes International, 7/2010-6/2017
Faculty Development Committee, Art Institutes International, 7/2010-7/2014

Additional Training

Change Acceleration Process Facilitation, Situational Leadership Trainer, Six Sigma Black Belt, Lean Six Sigma, Six Sigma Leadership, Team Leadership Trainer, Team Facilitation, CITI, Teaching in Higher Education

Military Service

U.S. Army, Europe, Private First Class (E-3)
Commendations: Good Conduct Medal, Overseas Ribbon, Army Service Ribbon

Teaching Experience

Class	Number of Times Class Taught	Last Time Taught	College
Operations and Supply Chain Management	16	Fall 2016	Art Institutes International, MN
Project Management	16	Fall 2016	Art Institutes International, MN
Management Technology - MS Office	16	Winter 2017	Art Institutes International, MN
Intro to Retail Management	11	Fall 2016	Art Institutes International, MN
Merchandising Math	8	Spring 2017	Art Institutes International, MN
Fundamentals of Business	6	Summer 2015	Art Institutes International, MN
Merchandise Management	5	Winter 2017	Art Institutes International, MN
Consumer Behavior	4	Winter 2017	Art Institutes International, MN
Finance and Design	3	Summer 2013	Art Institutes International, MN
Introduction to Manufacturing	3	Fall 2016	Art Institutes International, MN
Organizational Behavior	3	Spring 2017	Art Institutes International, MN
Sales	3	Spring 2017	Art Institutes International, MN
Business Planning	2	Spring 2017	Art Institutes International, MN
Fashion Career Management	2	Winter 2017	Art Institutes International, MN
Product Development	2	Winter 2017	Art Institutes International, MN
Written Business Communication	2	Spring 2018	Anoka-Ramsey Community College
Principles of Marketing	2	Spring 2018	Anoka-Ramsey Community College
Principles of Retailing	1	Spring 2018	Anoka-Ramsey Community College
Persuasion and the Consumer	1	Winter 2017	Art Institutes International, MN
Statistics	1	Winter 2013	Art Institutes International, MN
Technology and Productivity	1	Fall 2012	Art Institutes International, MN
Management Accounting	1	Winter 2013	Art Institutes International, MN
Managing Creativity and Innovation	1	Spring 2013	Art Institutes International, MN
Principles of Retailing	1	Spring 2018	Anoka-Ramsey Community College
Marketing Research	1	Summer 2016	Art Institutes International, MN
Management, Supervision, and Career Development	1	Summer 2016	Art Institutes International, MN
Business Communications	1	Fall 2016	Art Institutes International, MN
College Success	1	Summer 2015	Art Institutes International, MN
Trends and Concepts in Apparel	1	Winter 2016	Art Institutes International, MN
Research and Sourcing	1	Spring 2016	Art Institutes International, MN