

## **Lisa A. Dunbar**

### PROFESSIONAL EXPERIENCE:

3/2003 – present

New Directions Consulting, Inc., North Bennington, VT

#### **Marketing Manager and Senior Consulting Associate**

Responsible for managing the marketing effort for the firm and providing consulting services to New Directions' clients.

5/1995 – 3/2003

#### **Senior Project Associate/Office Manager**

Manages the day-to-day operations of a training and consulting firm and performs client project work as assigned. Assistant to President: scheduling and maintenance of calendar, liaison to clients, travel arrangements, correspondence, phone calls/e-mails. Office Management: equipment purchasing and maintenance, purchasing of all supplies, file maintenance, computer maintenance and problem solving, clerical duties, liaison with vendors. Supervision of part-time employees: hiring, training, assignment of tasks, performance discussion/reviews. Client Service: responds to client needs for information and/or consultation, scheduling, preparation of materials for workshops. Client Project Work: varied depending on client needs including administration of external and internal customer surveys, scoring and analysis of management assessments, client satisfaction interviews. Financial Management: all computerized bookkeeping functions including billing, accounts receivable, payroll and withholding and quarterly taxes and reporting and checkbook reconciliation, collections, liaison with accountant and administration of retirement plan. Marketing: database management, design and development of promotional materials, consultation and creation of workshop outlines and proposals and follow up with prospective clients.

7/1987 – 5/1995

#### **Consultant/Trainer**

Conducts workshop training including contacting prospective clients and assessing needs, designing and presenting training programs and coordinating materials and arrangements for workshops. Conducts one-on-one training with clients including meeting with supervisor to identify training needs, development of materials in topic areas, problem solving with trainee on weekly issues and updating supervisor on client's progress. Interacts with clients to determine consultation project scope including development of job descriptions, employee handbooks, disciplinary issues, hiring and other human resource department functions. Acts as a primary consultant for the development of all types of client teams including team mission, goals and charter components, membership and selection, training and ongoing consultation.

11/1986 – 7/1987

#### **Administrative Assistant**

Responsible for support services including telephone reception, correspondence, calendar maintenance and scheduling, supply inventory maintenance, workshop preparation, preliminary construction of reference material into workshop material, printing needs and record maintenance. Assisted with the development of value-added products.

3/1985 – 11/1986

First Vermont Bank and Trust Company, Bennington, Vermont

#### **Executive Secretary**

Responsible for all secretarial duties for Officer-in-Charge of branch bank including word processing, wire transfers, foreign drafts, Employee Welfare Fund, payroll records and various reports and budget items. Acted as backup to Customer Service Representatives including assistance in account initiation, maintenance and financial counseling.

**EDUCATIONAL BACKGROUND:**

Wellesley College, Wellesley, MA. BA in Latin American Studies (Political Science and Spanish) and Developmental Economics, 1982. Hamilton College in Madrid, Spain (Fall semester, 1980).

13 credit hours of continuing Graduate education in Organization and Management.