

ROSEMARIE I. STRAWN, MBA

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Dynamic management professional with over 15 years experience in reducing costs and cycle time, and improving quality processes and customer satisfaction. Experienced in team facilitation, productivity improvement, employee training, and product team development. Expertise in strategic planning, problem solving and effective communications. Possess excellent interpersonal, analytical and organizational skills. Complied with Malcolm Baldrige, SEI CMM, ISO 9000 and TL 9000 quality standards. Worked in technologies, telecommunications, financial services and manufacturing industries. Interested in integrating these diverse Technical and Managerial expertise as a Corporate Trainer and Motivational Speaker.

EXPERIENCE

POSITIVE ACTIONS, Piscataway, NJ

2001-Present

Corporate Trainer, Motivational Speaker and Owner

Provide Customized Training Seminars, Motivational Speeches and Public Speaking Coaching to teams to increase their bottom line

- * Develop and deliver training and development workshops on Public Speaking, Stress Management, Teamwork, Business Networking, Career Transition, Change Management, Conflict Management, Customer Service, Goals and Objectives, Leadership Development for New Managers, Positive Attitude for Productivity Improvement, Time Management and Work/Life Balance to increase team productivity, communications and morale that in turn increase their bottom line
- * Role-play with group members to enhance their understanding of training techniques for productivity improvement
- * Deliver Keynote Speeches on "Work/Life Balance", "Value Your Work" and "Entrepreneurial Lifestyle" to increase employee morale
- * Provide Public Speaking Coaching to increase sales and customer satisfaction

TELCORDIA TECHNOLOGIES, Piscataway, NJ

2000-2001

Director Software Quality Assurance

Managed 15 SQA Engineers for telecommunications solutions with \$1.5 Million budget

- * Developed and presented project progress reports to 50 customers and team members on a regular basis to improve communications. Customers were impressed with the improved communications
- * Cross-trained over 75% of the staff. Reassigned new features to different team members and effectively trained them. Reduced cycle time by 10%, decreased testing cost by 15% and improved the product quality. Customers were impressed with the reduced cycle time
- * Developed and implemented procedures to include customer-type testing for all new releases to cover functional and environmental situations. Reduced the number of field problems by 15% and decreased retesting time by 20%. Customers were impressed with the improved product quality
- * Created and implemented communications systems where team members shared problem situations, solutions and technical information. Reduced the time spent on existing problems by 10% and eliminated 15% of reported defects. Employee morale improved since they spent less time and effort solving problems and received quicker responses from each other

OPENCON SYSTEMS, INC., Piscataway, NJ

1998-2000

Senior Manager Software Quality Assurance

Managed 20 SQA Engineers for OSI products with \$1 Million budget

- * Developed and implemented the document review process within one month of joining the organization. Reduced cycle time by 10%, reduced cost of retesting by 15%, and improved the system process. Customers were impressed with the reduced cycle time
- * Reorganized and effectively trained testing team to create 8 functional sub-teams with team leaders. Increased productivity by 15%, reduced testing cycle time by 20%, and improved team morale since the workload was balanced among team members

AT&T, Somerset, NJ

1990-1998

Senior Quality Process Manager

Coached 75 Software Development Engineers and Managers to improve organizational efficiency

- * Developed and provided workshops on effective communications, problem solving, teamwork and conflict management. Assessed progress of teams via focus groups and surveys. Employee satisfaction survey results improved by 15%
- * Facilitated teams to identify bottlenecks and challenges, and to develop action plans to improve and eliminate them. Implementation of these plans reduced cycle time by 10% and reduced cost by 15%

EDUCATION

Ph.D. Studies (ABD), Information Management, Minor, Organizational Theory, Stevens Institute of Technology, Hoboken, NJ

MBA Graduate, Management Information Systems, Saint Peter's College, Jersey City, NJ

BS Graduate, Computer Science, Minor, Industrial Engineer, New Jersey Institute of Technology, Newark, NJ

PROFESSIONAL DEVELOPMENT

Graduate of Covey's "The Seven Habits of Highly Effective People" Program
Graduate of Dale Carnegie's "Effective Speaking and Human Relations" Program

AWARDS

CIO/CTO Circle of Excellence Award for Inter-Organizational Project Contribution – AT&T
District ACE Award for Outstanding Project Contribution – AT&T