

Chuck Mitchell: Business Development and Operations Specialist

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Areas of Practice

Business Sales & Development
Business Process Reengineering
Cross-Functional Team Management
Customer Capture and Retention
Customer Relationship Management
Customer Satisfaction and Value
High Performance Teams
Leadership Systems
Lean Processes, Projects
Mission, Vision, Goals Alignment
Performance Management
Project Management (including EVMS)
Quality Management
Risk Management
Strategy Planning and Management
Supplier / Supply Chain Management
Theory of Change
Workforce Performance and Results
Workforce Rewards and Motivation
Workforce Satisfaction

Industry Lines

Business (startup, small, medium, large)
Federal, State, Local Government
Education
Health Care
Manufacturing
Military (Army, Air Force, Navy, Marines)
National Guard
Nonprofits
Telecommunications
Transportation (Trucking)

Computer Applications

MS Word, MS Project, MS PowerPoint
MS Excel, MS SharePoint
Web Site Builders, CRM
Newsletter/Customer Databases
IBM BPM and BWL

Education/Qualifications

BS in Business Administration,
University of Redlands, CA (1980)

MS in Systems Management, University
of Southern California (1984)

Professional Trainer (class and online)

**Advanced Training in Sales and Sales
Management** (various providers)

Marketing and Sales

Founder/ President of Alliance for Continuous Improvement, LLC with over 20 years' experience in marketing, selling and management consulting in continuous improvement systems and high performance organizations.

Marketing Track Record

After studying market needs, Chuck Mitchell systematically developed marketing and sales approach for B2B and B2Gov clients and increased sales over 20 year span. See Customers list on this link:

www.hpo21institute.com/customers

Strong in B2B and Executive Presentations. Skills in listening, understanding prospect's goals and matching offerings to these goals. Excellent online selling, zoom meetings and systems approach to persuading prospects to purchase or sign up for the offering.

Career Highlights

High Performance System Design / Management Consulting

HPO21 Institute - Developed the World's First Standards for Creating High Performance Organizations. Developed proprietary Continuous Improvement Toolkit, PA1, CS/Trainer and HPO21 performance management system. Managed team of software developers and consultants; created requirements, designs and development plans for a series of powerful programs for quality improvement, project management and creating high performance organizations with over 20,000 users

Norfolk Naval Shipyard - Managed team of management consultants that developed and applied high performance leadership system standards to significantly improve performance across 6,500-person workforce (35 departments; 9 unions). Organization was a President's Quality Award Finalist, receiving the Federal Government's most prestigious recognition for quality management excellence and high performance

U.S. Postal Service Transportation - Created a High Performance Management System for large (1,500-truck) company that distributed mail for USPS. Guided company to win 1st Place in the Baldrige-based USPS Quality Supplier Award against 85 major competitors

Project / Program Management

Western Missile Test Range (Vandenberg, CA) - Led multiple teams to detail plan over fifty EVMS projects that successfully passed major customer review with ZERO discrepancies (100% passed audits)

Small Business Development / Training

Small Business Development Centers (SBDC) - Rapidly marketed, captured and trained over 200 of the 1000 SBDCs in the U.S. after a successful pilot program. Personally trained and mentored SBDC management consultants. Developed integrated SBDC standards for Accreditation and to improve outcome results (Increased jobs, revenues, client satisfaction).