

## *Curriculum Vitae*

### **BRIDGET P. DEWEES, MBA**

*Trident Technical College-President's Office/Business Technology Division*

*P.O. Box 118067, RP-M, Charleston, SC 29423*

*Phone: (843)574-6070 Email: [bridget.dewees@tridenttech.edu](mailto:bridget.dewees@tridenttech.edu)*

#### **PROFESSIONAL PROFILE**

- A resourceful team oriented professional with more than 20 years of progressive experience in Business/Finance, Higher Education Administration, Teaching and Organizational Development.
- Recognized for exceptional ability to develop, manage, create, and implement organizational strategies while motivating others on all levels in the achievement of individual and organizational goals
- Enthusiastic leader, passionate about developing the potential of others
- Provided in depth oversight and guidance to WL Bonner Bible College, Columbia SC leading to full accreditation from the Association for Biblical Higher Education

#### **EDUCATION**

- Enrolled, Ph.D. program, Walden University, Leadership and Organizational Change
- *Masters*, Business Administration, Webster University, Charleston, SC, December 1997
- *Bachelor of Science*, Accounting, University of South Carolina, Columbia, SC, May 1986

#### **CERTIFICATIONS**

- South Carolina Baldrige Examiner Trainer
- Myers Briggs Type Indicator Practitioner
- Certified Entrepreneurial Teacher, NFTE-CET
- National Baldrige Examiner

#### **HONORS AND AWARDS**

- 2006 Commencement Speaker, Webster University, Charleston Metropolitan Campus
- 2005 South Carolina Champion for Excellence Award Winner, SC Quality Forum
- Voted by peers at Trident Technical College as 1999-2000 South Carolina Technical Education Administrator of the Year
- Selected by Senior Leadership as Trident Technical College's 2003 TWIN (Tribute to Women in Industry) recipient

## TEACHING / ACADEMIC ADMINISTRATION EXPERIENCE

**Instructor**, Trident Technical College, Business Technology Division, Charleston, SC 2000-present

**Director**, Quality / Trident Technical College, Charleston SC

- Teach business courses to undergraduate students in class sizes averaging 25 students (40% teaching load)
- Work with President and Cabinet to develop, implement and assess quality initiatives for Trident Technical College. Co-chair Quality Council with President.
- Design and develop training materials for use in quality training of employees across all divisions.

**Director Instructional Services**, Trident Technical College, 1998-2000

- Coordinated with Deans, Department Heads and Registrar to compile the semester schedule of curriculum course offerings including the management of all academic facilities and classrooms
- Managed curriculum database for Academic Affairs Division
- Facilitated ongoing training sessions for all administrative support staff in Academic Affairs Division.
- Worked closely with Registrar to ensure smooth registration and academic purge process
- Team Leader and trainer for implementation of Datatel software (see attached summary for more detail)
- Implemented continuous improvement efforts that led to automation of facilities scheduling

**Business Operations Manager**, Trident Technical College 1996-1998

- Managed business office operations on three campuses supervising a staff of five
- Organized and managed the setup for student registration to include hiring and scheduling of temporary employees

**Collection Accountant**, Trident Technical College 1992-1996

- Managed collection department, reconciled accounts receivable general ledger

**Registrar Continuing Education Division**, Trident Technical College, 1990-1992

- Managed enrollment functions and registration staff for continuing education division

## **COURSES TAUGHT**

### **Credit/Undergraduate**

- Introduction to Business-study of the nature of business activity in relation to the economic society, including how a business is owned, organized, managed and controlled
- Introduction to Quality Assurance-covers the fundamentals of quality control, the evolution of the total quality system and the modern philosophy of quality.
- Principles of Management- Study of management theories, emphasizing the management functions of planning, decision making, organizing, leading and controlling.
- Fundamentals of Supervision- study of principles and techniques required to effectively manage human resources in an organization. First-line management is emphasized.
- Total Quality Improvement- study of management's responsibility to the total quality improvement process using the Baldrige Criteria for Performance Excellence, including organizing for quality, commitment to quality and how to improve quality. Developed and taught online.
- Entrepreneurship- introduces the process of starting a small business, including forms of ownership and management addressing innovation, change and planning in the creation of flexible customer-driven, world class companies

### **Continuing Education/ Corporate Training**

- Problem Solving- 7 hour course developed for use in training of corporate employees. Provide an overview of the seven quality tools used for improvement.
- Continuous Improvement- 3 hour course developed for use in training of corporate employees. Introduces the concept of continuous improvement using the Plan-Do-Study-Act cycle.
- Principles of Customer Service –15 hour course developed and taught to all Trident Technical College's employees. Introduces tools for providing excellent customer service in the higher education setting
- Introduction to Computers- overview of skills and tips needed to use and operate a computer
- Introduction to Windows- introduction to functions used in the windows operating system

## **TEACHING EVALUATIONS**

- Quantitative scores nearly always in the 90 percentile on a 100 point scale
- Quoted by students as being enthusiastic and passionate about learning
- Overall performance ratings at the highest range for the last eight years

## **SCHOLARLY CONTRIBUTIONS**

### **Consulting Experience and Workshops**

- Conflict Resolution – Resolving conflict through collaboration and teamwork
- Customer Service- Best practices for setting and exceeding customer expectations
- Effective Communication- Skills to enhance organizational communication
- Financial Reviews- Audit of cash receipts, cash disbursements and internal controls
- Leadership Skills- Tools for developing the leader and champion within
- Leadership skills and the Myers Briggs Type Indicator
- Personal Strategic Planning- Setting and monitoring personal goals for life improvement.
- Process Improvement Techniques- Use of teams to solve organizational challenges
- Starting a Quality Program- Introduction to quality principles used in designing a successful program
- Strategic Planning- Developing Missions, Visions, Goals and Objectives for organizational success.
- Team Development- Understanding and Implementing teams in the workplace
- Understanding the Baldrige Criteria – How to apply the criteria to your organization
- Using the Myers Briggs Indicator for Teambuilding- Understanding and valuing the differences in the workplace.
- Tips for Effective Public Speaking- How to capture and keep an audience involved in your presentations.

### **Professional Presentations**

- Developing Champions for Excellence- Leadership Best Practices Conference, Arlington, VA 2007
- Exceptional Service- “ The Fred Factor” – SC Richland and Lexington Counties Customer Service Workshop 2007
- The Impact of The Baldrige Criteria on Higher Education- SC Technical Educators Assoc conference 2006& 2007
- Highlights of a Quality Program-National Datatel conference, Washington, DC
- Baldrige 101 - SC Quality Forum annual award conference, Columbia, SC
- Process Improvement Teams-Carolina Quality conference, Myrtle Beach, SC
- Strategic Planning- SC Association of Higher Education, Charleston, SC
- Budget Preparation- WL Bonner College Planning Retreat, Columbia SC

## CONSULTING EXPERIENCE

- Charleston Water System- Steps to Performance Excellence adopting the Baldrige Criteria as a management tool. Best practices for each category 2008
- Charleston Business Journal- Tools for problem solving seminar for senior leader retreat 2007
- East Cooper Hospital- Systemic Thinking for Strategic Planning workshop for senior leader retreat 2007
- Dr. Black Dentistry, Asheville NC- Using Myers- Briggs Type Indicator in the workplace 2007
- Charleston County Community Education Retreat- Understanding Myers- Briggs Type in the workplace 2007
- Dress for Success- Work place preparedness workshops 2006
- Imax Theaters – Customer service training for part-time employees 2006
- Select Health of SC- Trained senior executives on effective presentation skills. 2006
- Medical University of South Carolina- Assisted Vice President of Finance and Administration in the development of a five-year strategic plan for the division 2004
- Father to Father Board of Directors- Facilitated strategic planning retreat 2004
- Avery Institute Board of Directors- Internal audit of financial records 2003
- Jack and Jill Inc, Charleston Chapter- Internal audit of financial records 2003 and 2006
- House of God Church- Internal audit of financial records and internal controls 2003
- Mount Zion AME- Internal Audit of financial records 2004 and 2007
- Friendship Baptist Church, Columbia SC- Organizational Effectiveness audit, Internal Control audit
- Emmanuel Church of Christ, Columbia, SC- Leadership retreat-presented tips for personal organization.
- TTC Alumni Board of Directors- Facilitated 2004 strategic planning retreat
- Dress for Success Board of Directors- Facilitated 2005 planning retreat
- National Black Association of Speech , Hearing and Language- Financial Manager 2005

## PROFESSIONAL DEVELOPMENT

### Conferences

- Datatel Users Conference 1999-2002
- American Society for Quality- Management Conference 2000
- SC Quality Forum annual award conference 2000-2005
- South Carolina Technical Education Association Annual Conference 1995-2005
- Commission on Colleges- Southern Association of Colleges and Schools Annual Meeting 2004
- Association of Biblical Higher Education Annual Meeting 2006
- National Baldrige Quest for Excellence Conference 2006, 2007,2008
- SC Improvement Network- The Art and Science of Leadership 2006

### Classes and Workshops

- National Board of Baldrige Examiner Training, 30 hours 2007-2008
- Certified Practitioner, Myers-Briggs Type Indicator, Center for Applied Psychological Type 2005
- Applying the Baldrige criteria to Higher Education, COC-SACS Conference, Atlanta GA 2004
- Certified Entrepreneurial Teacher, NFTE-CET, College of Charleston 2004
- Baldrige Examiner Training, SC Quality Forum, 80 hours annually 2001-2006

## PROFESSIONAL AFFILIATIONS

- National Board of Baldrige Examiners 2007-
- Reeves Elementary, Summerville SC, School Improvement Council (Chair)
- Board of Trustees, WL Bonner Bible College, Columbia, SC ( Chair)
- Board of Judges, SC Governor's Quality Award
- Steering Committee, SC Quality Forum
- Consultant and Silent Partner of Pinckney's Tax Service, Columbia, SC
- Founder/ Owner of Visions Consulting
- Toastmasters International, President (Trident Tek Talkers)
- American Society for Quality, Senior Member

## PROFESSIONAL AFFILIATIONS CONT'D

- Alpha Kappa Alpha Sorority, Incorporated
- Junior League of Charleston SC, Sustainer
  - Leadership and Training Chair, 2006
  - Financial Development Committee Chair, 2005
  - Leadership and Training Committee 2004
  - Public Affairs Committee 2003
- Board member, Avery Research Institute, Charleston, SC 2001-2003
- Coalition of Minority Leaders in Higher Education, CFO
- South Carolina Women in Community Colleges
- South Carolina State Employee Association
- South Carolina Technical Education Association
- Charleston Chamber of Commerce 2005-06