

## RICHARD RANDOLPH, JR.

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- Qualified by**
- Twenty years Teaching Business Management, TQM, Marketing, and Training courses at Community Colleges, State University, and Graduate School levels.
  - Ten Years Consulting / Corporate Community Relations for large, medium and small businesses.
  - Five years managing multi-function, multi-location Community College departments for Community and Continuing Education, Business Training and Senior Adult Programs.

- Skills**
- Exceptionally effective classroom instructor; receive outstanding evaluations.
  - Interact effectively with all levels of Academic, Corporate and Community leaders.
  - Strategically grow programs for maximum Community and Institutional impact.
  - Effective Team / Group Facilitator.
  - Manage multiple programs and priorities.
  - Create and manage complex Department Budgets; return program surplus.
  - Manage and train diverse staff to achieve / exceed department goals and targets.
  - Recruit, Certify and Manage External Trainers and Instructors.
  - Create effective promotion for diverse programs: grow enrollment and revenue.

**Education**  
B.S. Management: Arizona State University, Tempe, Arizona.  
**MBA (Management):** Arizona State University, Tempe, Arizona.

### WORK EXPERIENCE SUMMARY

- 2014 – Present State College of Florida (Business Dept): Adjunct Faculty: Entrepreneurship
- 2013 – 2014 Business Coach: ComCenter ComTank
- 2012- 2013 Manasota SCORE: Vice Chair, Community Outreach Team Leader
- 2009- 2011 Valencia College, Orlando, FL: Adjunct Faculty: Business
- 1995 – 2005 Executive Director, **S P I N** -Strategic Performance Improvement Network (Performance Consultant): Clients include: American Heart Association; Habitat; Intel, Inc.; Olin Microelectronic Materials; TRW Vehicle Safety Systems, Queen Creek Unified School District; Orion Industries, Inc., Coalition for Tobacco Free Arizona, AT&T and many others.
- 1985 – 2005 Mesa Community College Adjunct Faculty: Numerous Business & TQM Courses; Supervisor for East Valley Entrepreneurial Center programs.  
*\* Hold Lifetime Arizona Community College Instructor Certificate No. 8612*
- 1994- 2005 Facilitator, Community Advisory Panels (Olin Microelectronic Materials and TRW Vehicle Safety Systems)- Corporate Community Relations
- 1990- 1995 Mesa Community College Business & Industry Institute: Director, Business Training; Director, Community Education Department, Program Manager for Supplier Training Center; and Director, Senior Adult/Lifelong Learning (all concurrent positions)
- 1988 – 1990 GateWay Community College: Coordinator, Small Business Development Center.

**Skills**  
Microsoft Office, including Word, Excel, PowerPoint, Works; MS Project; Desktop design & publishing

**Military Status & Awards**  
Veteran: U.S. Army- Awarded Army Commendation Medal for Meritorious Service

**WORK HISTORY – Academic: COURSES INSTRUCTED AT THE COLLEGE LEVEL**

Arizona State University, Tempe, AZ: Faculty Associate (1985- 1986)

Taught MKT 300: Principles of Marketing to Junior and Senior level University students. Faculty evaluations always scored in the top quartile for the University and for the College of Business.

Golden Gate University, Williams AFB, AZ: Visiting Professor

Taught GM 362: Business Policy and Strategy. This was the "capstone" course for the MBA program offered to Air Force officers and pilots at Williams Air Force Base.

Keller Graduate School of Management, Phoenix and Mesa, AZ: Faculty

Taught HR592: Training and Development to MBA students. Was asked by the National Program Coordinator to rewrite/revise the course- a six-month project completed in June, 1999. The newly formatted program was distributed to and used by all Keller centers throughout the US.

Valencia College, Orlando, FL: Adjunct Faculty (2009- 2011)

Taught GEB 1011: Introduction to Business and SBM1000: Small Business Management

Mesa Community College, Mesa, AZ: Faculty Associate (1985- 2005)

Taught numerous Business Management courses including:

MGT 229: Management & Supervision ■  
 (Introductory) MGT 230: Management &  
 Supervision ■■ (Advanced) GBS 233: Business  
 Communication  
 MKT 271: Principles of Marketing

Taught Small Business Entrepreneurship courses; Co-developed and taught courses in the Entrepreneurship Certificate Curriculum

MGT 253: Owning & Operating A Small Business (Live and on-line delivery)  
 EPS 250: Entrepreneurial Studies (Introduction to Small Business)  
 EPS 295: Writing The Business Plan  
 SBS 214: Customer Relations

Co-developed and taught the **TQM Certificate Curriculum** (Certificate in Quality Process Leadership). Instructed over 65 students at Habitat, Tempe, AZ (1995- 2004) of 106 employees in the company. Graduated fifteen (15) with full Certificate

TQM 201: Total Quality Concepts	TQM 230: Teamwork Dynamics
TQM 214: Principles of Process Improvement	TQM 292: Innovation Strategies
TQM 220: Leadership and Empowerment Strategies	TQM 290AA: TQM Internship
TQM 235: Motivation, Evaluation and Recognition Systems	
TQM 240: Project Management in Quality Organizations	

**NON-CREDIT CLASSES, SEMINARS AND WORKSHOPS Developed and Delivered:**

Cofounder, Small Business Institute at Mesa Community College:

- Managing the Small Business
- Starting and Operating a Small Business
- Small Business Marketing for Profit
- Selling for Professionals
- Holiday Sales Magic

Cofounder, Center For Professional Development. (Noncredit Continuing Education Programs) at Mesa Community College

- Business Writing for Results
- Criticism: How To Give It, How To Take It
- Effective, Efficient Meetings
- Effective Delegation
- Effective Supervision Through Applied Behavioral Science
- Power Listening
- Total Time Management
- TQM – What it is and how to make it work for you

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 WORK HISTORY- *Academic Professional*

411 Mesa Community College Business &amp; Industry Institute (1990- 1995)

**Director, Business Training Services**

- Conducted needs assessments, designed and managed delivery of custom training programs. Consulted with business and agency representatives (owners, HR and Training Directors) to determine training needs and identify suitable training interventions and organizational improvement / Quality implementation plans. Diverse clients included microchip manufacturers, a satellite launch vehicle builder, a State Quality Award-winning home builder, a unit of ASU West, an airbag manufacturer, USA Today Newspaper, and the Mesa Public Library and ASU West Library system. Clients ranged from New Mexico to California, north to Canada.
- Evaluated existing training programs; ensured quality delivery from instructor /trainer and that content quality was appropriate and high. Researched new programs and wrote new programs when needed.
- Consulted and advised on strategy and organizational improvement with Business & Industry Institute Management, and with Motorola University Partnership leadership.
- Managed Staff; implemented Quality improvements; trained, coached and grew Staff; liaised with and integrated numerous College Departments and services.
- Cosponsored local ISO 9000 User Support Group; Initiated and oversaw ISO 9000 Lead Assessor Training.
- Delivered papers and presentations before the League for Innovation national convention, the American Association of Community Colleges national conference on workforce development, ASTD, and the Governor's Conference on Quality (2 years).
- Prepared, monitored and managed budgets for three departments.
- Key trainer for Supervisory Development and Total Quality Improvement training programs.

▲ Mesa Community College Business &amp; Industry Institute (1990- 1995)

**Program Manager, Supplier Training Center / National Consortium for Supplier Training**

- Served as National Marketing Team Leader for the Consortium for Supplier Training, and member of the Supplier Training Center Team.
  - > The Consortium for Supplier Training included eight of America's leading manufacturers including Motorola, Digital Equipment Co., Texaco, Kodak, Xerox, Texas Instruments, Chrysler, and ...
  - > Supplier Training Centers were community colleges across the nation near to their sponsoring Corporation. We all worked collaboratively to co-market and deliver a common menu of TQM and operating improvement training to suppliers of the sponsoring Corporations.
- Participated in design of *Using the Baldrige Criteria to Improve Your Company's Competitiveness*, a Kodak course licensed to the Consortium for Supplier Training.
- Marketed Consortium training courses regionally, from New Mexico through California and north to Canada.
- Facilitated Quarterly Meetings of the Consortium for Supplier Training and Supplier Training Centers (joint meetings of the Corporations and Community Colleges).

### ▲ Mesa Community College Business & Industry Institute (1990- 1995)

#### Director, Community Education Department

- Managed Community Education noncredit program which enrolled *over* 8,000 students in *over* 500 classes at three to five locations each year.
- Led Department growth from 1,600 registrations per term to over 3,000 -during the recession of the early 1990's while nearly 40% of similar local programs went out of business. We became the largest and most successful Community Education Department in Arizona.
- Directed a full-time staff of three plus numerous (up to eight) Student and Senior Adult workers who processed all registrations, arranged classrooms, supported up to 180 instructors per semester, and managed all fiscal and financial transactions for the department.
- Reduced six full-time staff to three; began using Student Workers and Senior Adult employees to reduce staff expenses while increasing enrollment and Customer Satisfaction scores.
  - Oversaw more than 225 non-credit courses per term, and Identified, recruited, assessed, employed, trained, monitored, evaluated, coached and counseled over 180 different noncredit adult training instructors in four permanent campus locations and various ad-hoc sites.
  - Created course performance spreadsheets so individual class performance can be tracked quickly, and so semester averages can be easily compared.
  - Instituted instructor training and student evaluations for all classes.
  - Improved class success ("make") rate from 40% to over 80%; increased average class size by 17%.
- Eliminated Department fiscal deficit from over \$180,000 per year when I started in August, 1990; increased profitability to over \$30,000 annual surplus when I left in 1995.
  - Reduced operating expenses by *over* 18%; increased revenue to overcome inherited deficit.
- Instituted numerous innovative, impactful programs including GED Preparation – and held the campus' first GED Graduation Ceremony in 1994 for nearly 100 Graduates and over 5,000 appreciative family. Our Dean of Instruction (aGED Graduate himself) delivered the Commencement Address.
- In Community Surveys to learn the general awareness of Mesa Community College, of the top five themes identified by research, the number one recognition was for the exemplary Community Education ( non-credit program offered by the College; number three was our outstanding Senior Adult Program.
- Grew and developed staff. I am especially proud an intern who started with us while finishing her AA degree. With limited computer and Customer Service skills, she developed into one of the core staff of the Department. By the time I left, she completed her BS in Management. She later moved into a managerial position with a large regional bank. In her graduation speech, she credited me with providing the motivation and self-confidence to pursue her education.

### ▲ Mesa Community College Business & Industry Institute (1990- 1995)

#### Manager, Senior Adult / Lifelong Learning Program

Managed Senior Adult Program which provides training and educational services to one of the country's largest population of seasonal Senior Adult visitors. Accomplishments include:

- Inherited a dying program with flagging enthusiasm, a five-figure operating deficit, and the two lead volunteers quit the same week I took on the Department. I determined that this program needed to be a symbolic flagship for our college and our community. **The results:**

- By 1993 we had become the largest Community College Senior Adult Program in Arizona. We had an active Advisory Board including the Gray Panthers.
- We had linked with all Senior Adult Centers, County and City Social Services, and Community Colleges in our extended community to build a seamless community-wide delivery of academic and non-credit programming, both on-campus and in other host facilities such as Residential Communities, Senior Center facilities and Senior-oriented mobile home parks.
- Formed partnership between three colleges, several Senior Adult Centers and numerous agencies serving the same population to share funding and service delivery ("one face to the Customer")
- The Maricopa County Community College District (our parent District) used our program and our Program Leader as a model to develop similar programs in other Colleges within the District.
- Revived flagging Senior Adult Program and turned it into a model which was copied throughout the Maricopa Community College District and respected throughout the state

#### WORK HISTORY -*Academic: Entrepreneurship and Small Business*

##### ▲ Mesa Community College: East Valley Entrepreneurial Center (2002 – 2005)

###### **Program and Academic Supervisor**

- Led a team of four college instructors to create, design and deploy a Community College Certificate program for Small Business.

##### GateWay Community College, Phoenix, AZ (1988 – 1990)

###### **Coordinator, Small Business Development Center (SBDC)**

Planned, coordinated and implemented SBDC activities, including:

- Counseled over 2,500 small business / entrepreneur Clients in virtually every dimension of starting, operating, and if necessary, closing a small business.
- One of my Clients was named Scottsdale Small Business Person of the Year in 1993. She credited much of her success to my counseling and coaching.
- Designed and delivered innovative Successful Entrepreneurship curriculum for college credit / certificate.
- Created, planned and implemented noncredit schedule of workshops & seminars targeted to small business interests.
- Created innovative Satellite Downlink Series for local business (Dr. W. Edwards Deming, Peter Drucker, Tom Peters, etc.)- audiences exceeded 200 participants for every program.
- Assisted in writing the Federal Grant Application both for our Center and for the State Office. Wrote the Budget portion of the Grant Application for our Center.
- Routinely liaised with State Network Director and SBA Project Officer and advised the State Director on matters of program development, growth and strategy.
- Established working Partnership with Entrepreneurial Mothers Association. This led to contracted training for EMA members, and the establishment of the Entrepreneurial Women's Conference and Expo. This annual event attracted 500 – 700 female entrepreneurs and featured nationally-regarded speakers such as noted authors and congressmen.
- Hired, directed and managed independent consultants in support of clients.

- Promoted SBDC activities through speeches, articles and press releases.
- Wrote Annual and Quarterly reports and newsletter articles. Developed, wrote, and desktop published the original Statewide SBDC Newsletters.

#### ACADEMIC PROGRAM COORDINATION

Most of my Business Training duties were for non-credit courses. Nevertheless, during my tenure I also managed and coordinated ongoing academic relationships such as:

- **General Motors Desert Proving Ground** (over 900 employees in Mesa): General AA Degree courses and Automotive Maintenance Technician Certificate program (leading toward AAS Degree)
- **TRW Vehicle Systems** (two sites in Mesa; nearly 3000 employees): General AA Degree courses; fulfilled specific course requests.
- **Habitat** (110 employees, Tempe): Coordinated and instructed 17-credit hour Certificate in Quality Process Leadership program. In three years, fifteen individuals have completed the program and received Certificates; another ten are within two courses of completion; *over* 65 Habitat employees have taken one or more courses.

#### ACADEMIC SERVICE: COMMITTEES, ASSOCIATION MEMBERSHIPS

- Two years service as State Representative for NCCSCE (National Council of Community Services & Continuing Education).
- Member, ACE (Arizona Continuing Education), 1990 – 1995
- Chair, NCA accreditation activities for Mesa CC noncredit programs.
- Member, Governance Committee for NCA accreditation at GateWay Community College, 1989
- Member, Financial Aids Appeals Committee- GateWay Community College, 1988 – 1990
- Facilitator & Chair, Marketing & Management Advisory Committee, Mesa Community College Business Department, 1987- 1991
- Designed and Facilitated numerous Institutional Improvement workshops at Mesa CC, 1990- 1995

#### WORK HISTORY – *Consulting Clients and Projects*

##### Strategic Performance Improvement Network (SPIN) (1995- 2005)

- **American Heart Association**, Arizona Affiliate, Tempe, AZ (1995- 1996)  
Facilitated Strategic Planning and Organizational Change initiatives. Conducted statewide Board of Directors Strategic Planning meetings. Facilitated department and division planning meetings.
- **ARCH Chemicals** (Formerly Olin Microelectronic Materials), Mesa, AZ (1994- 2005)  
Facilitated monthly Community Advisory Panel activities (an executive panel of industry, academic, community, emergency response and safety, town and residential leaders who meet to exchange information and provide mutual assistance). This assignment lasted ten years.
- **TRW Vehicle Safety Systems**, Mesa, AZ (1994; 1998- 2002)  
Instructed interpersonal communication classes; facilitated Community Advisory Panel (based on the success model from the ARCH Chemicals Panel).
- **Intel Corporation**, Chandler, AZ (1997)  
Led Team Building and Introduction to Total Quality sessions for Chandler Operations Center.

- **Queen Creek Unified School District, Queen Creek, AZ (1995- 1998)**  
Facilitated numerous activities including Mission and Vision Strategic Planning (a community-wide two-day search conference), Governing Board Strategic Planning, Site Management Councils, Facilitator Training, and facilitated School Site Management Council elections.
- **Six Sigma Qualtec, Scottsdale, AZ (1998- 1999)**  
Instructional Design project to convert their Six Sigma Black Belt certification training program into sufficient academic rigor and format to qualify for graduate-level academic credit.
- **Orion Industries, Inc., Chandler, AZ (1997- 1998)**  
"Pay for Performance" compensation plan design, and Performance Appraisal System design and implementation.
- **Coalition for Tobacco-Free Arizona, Phoenix, AZ (1998- 1999)**  
Strategic Planning Consultant. Facilitated Strategic Planning sessions with Executive Board; drafted Key Results Areas, Action Plans, Measures, Timelines and Milestones for the statewide anti-tobacco training, education and lobbying coalition; wrote and received major training grant.
- **Keller Graduate School of Management, Phoenix/Mesa, AZ (1998- 1999)**  
Instructed *HR592 Training and Development*; was asked by the national administrative office to redesign the course and write a new Curriculum Guide which was adopted at all Keller Graduate School offices across the nation.
- **Phoenix Creative Planning Centers, Phoenix, AZ (1994- 1999)**  
Strategic Planning, Instructional Program Design, Annual Conference Planning and Delivery.
- **Laboratory Systems Group, Phoenix, AZ (1998)**  
Delivered day-long workshop, *How To Grow Your Business and Build Equity In It* to their 11th Annual Lab Manager User's Conference. (Received standing ovation... :-)

#### PUBLICATIONS-- EDITED, DESIGNED, PREPARED FOR PRINT

- ***Creating the High-Performing Contracting Company- Best Practices for SMACNA Contractors*** by Linda Schwartz, David Skinner and Dennis Sowards, 2002
- ***The Lean Construction Pocket Guide- Ideas and Tools for Applying Lean in Construction*** by Dennis Sowards, 2012

#### MEMBERHOOD AND COMMUNITY SERVICE

- Examiner, Arizona Government "A Spirit of Excellence" awards programs, 1996 and 1997
- Pecos Ranch Homeowner's Association Board of Directors, 1995-96 and President, 1996-97
- Queen Creek School District "Mission and Beliefs" planning retreat (Designer and Lead Facilitator), 1997
- Board of Directors, Arizona State University MBA Council, 1999 – 2001
- Member and Board, International Society for Performance Improvement (ISPI), 1998- 1999
- Present programs on Community Education and Business Training to the League for Innovation, American Association of Community Colleges, and ASTD (American Society of Training & Development)
- Presented Programs at Arizona Governor's Conference on Quality, 1994 and 1996 (2)
- Presented Programs to American Society for Quality (ASQ), International Society for Performance Improvement (ISPI), Mesa Chamber of Commerce Small Business Roundtable
- Presented on TQM to Phoenix Boys & Girls' Club Annual Planning Retreat, 1996
- Member, Sigma Iota Epsilon, national Academic and Professional Fraternity for Business Management, 1998- 1999

## ACADEMIC AND PROFESSIONAL REFERENCES

**Dennis Zink.** 407-948-7818  
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Passed Valencia College background check 2009 and State College of Florida background check in 2014.