

Roxanne Wilkening M. S. Ed

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I am an Accountability Partner, my mission is to help people that want to grow but are stuck on what to do next. I help them set goals, establish milestones and track progress.

PROFILE: Previous Curves Franchise owner. I have coached woman with setting goals, establishing boundaries and prioritizing to create a healthy life balance. I currently organized and facilitate weekly weight loss and wellness calls. I have 10 years of Customer Service and Retail Experience. I am a degreed professional with management, service and a technical background. I am currently pursuing a Coaching Certificate at the College of Lake County. I am the VP of the CLC Wellness Club. My work experience includes motivating and coaching associates, training, staffing, refereeing disputes, terminating employees, and administering disciplinary procedures. I use my strategic strength to evaluate and implement new and existing procedures to adapt to the needs of the business.

EDUCATION:

Currently pursuing:

College of Lake County, Associate Degree in Health and Wellness Promotion

Indiana University, Fort Wayne, IN - **M.S. in Education 1992**

Course concentration: Industrial Training Field Practice, Managerial Training and Development, Organization and Administration of Training and Development, Supervision and Personnel Research Problems, Conflict Resolution, Management of Change.

Purdue University, Fort Wayne, IN - **B.S. in Business & Management 1989**

Organizational Involvement

- Member of Toastmaster International – Daniel Wright Club 1606
- Vice President Wellness Club – College of Lake County

WELLNESS EXPERIENCE:

8/16 – Present **DrSheLution Weight Loss & Wellness Conference Call**

- Facilitate weekly weight loss and wellness conference call
- Define and education clients on six dimensions of health wellness
- Organized and held Kingsford Heights Community Market Event 2017

7/04 – 6/10 **Curves, Mundelein, IL - Owner**

- Facilitated site selection and store build-out for \$200k project.
- Achieved grand opening within 2 months after site selection.
- Assisted in development of Owners Co-op for Lake County Curves.
- Maintain \$8k monthly operational budget.
- Identify staff vacancies and recruit, interview and select applicants.
- Manage daily operations.

- Participate in the planning and execution of fundraising activities.

9/03 – 6/04 Curves, Waukegan, IL - Manager

- Increased revenue from \$5k to \$12k per month in 7 months.
- Grew membership from 120 to 300 members in 7 months

MANAGEMENT EXPERIENCE:

11/08 – Present DSW, Gurnee, IL – Assistant Manager

- Conduct orientation sessions and arrange on-the-job training for new hires.
- Screened, hired, and ranked associates based on corporate directives and best practices.
- Wrote performance appraisals of sale associates and utilized coaching log to give them continued feedback and measure of productivity.
- Exhibited comprehensive leadership by working at multiple DSW locations.
- Recognized for outstanding customer service by receiving multiple People’s Choice Awards.
- Establish and implement policies, goals, objectives and procedures for associates.
- Directed and supervised employees, engaged in sales, inventory control, reconciling cash receipts, and performing services for customers.
- Perform acting Store Manager role for multiple DSW Locations.
- Assist in opening four DSW locations in Chicago and Wisconsin.

11/07 – 11/08 - Chico’s, Northbrook, IL – Assistant Manager

- Led and motivated 8 associates to successfully achieve \$500 sales goals on personal appointments.
- Maintained (25) personal accounts and built relationships resulting in one client purchasing \$8,000 from July – November.

08/08 – 09/09 - Wal-Mart Super Store, Waukegan, IL – Customer Service Manager

- Supervise staff of 4 – 12, which include people greeters, cashiers and cart pushers.
- Responsible for front-end functions such as customer service requests, resolve problems, provide customer assistance.
- Resolve customer complaints regarding sales and service.

TECHNICAL EXPERIENCE:

1/00 – 2/02 HIGHKU, INC., Palo Alto, CA - Director of Product Management

- Executed project management tasks including but not limited to risk assessments, project status tracking, effort level and resource management.
- Tracked steps and served as liaison to client from product conception through prototype development to product delivery.
- Established operations support for off-site domestic and international software development teams.
- Recruited and managed remote teams in Chicago, Bay Area, and India.
- Established processes and procedures for vendors who handled outsourcing projects.

1/97 – 1/00 TeraBridge Technologies, Gurnee, IL Director Product Management

7/81 – 10/97 GTE, Fort Wayne, IN