

MICHELLE P. HEATHERTON
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PROFESSIONAL WORK EXPERIENCE:

Writer / Educator / Accredited Investor
Self-employed, August 2007 - present

- Invest in stocks, bonds, real estate, limited partnerships, private equity ventures, and philanthropic endeavors; conduct research in regards to sustainability, credit worthiness, debt/profit ratio, and financial stability of companies.
- Write and edit resumes & cover letters for individuals; tutor adults and children in reading, writing, personal finance, and computer applications.
- Have experience in business plan writing, corporate finance, capital formation, operations, non-profit fund-raising, marketing, advertising, and public relations.
- Act as an advocate for people dealing with home foreclosures, credit card debt, unpaid medical bills, and “blighted” properties/neighborhoods; provide notary services when needed (volunteer basis).
- Present workshops on the topics of community involvement & activism, asset management & investing, professional & personal growth, property ownership, resume writing, interviewing, volunteering, and artistic endeavors.
- Compose creative material (fiction & poetry) for publication; compile technical manuals for various clients.

Assistant Dean / Master Advisor / Faculty Member
Northern Kentucky University, August 2000 – August 2007

- Appointed Interim Assistant Dean of the College of Informatics in July 2006.
- Promoted to Lecturer II in July 2005; earned Master Advisor certification in May 2004 (renewed in 2006); nominated for Outstanding Advisor Award in 2004-2006.
- Developed a comprehensive enrollment plan for the college.
- Managed all operations pertaining to student & enrollment services for the college.
- Advised & registered students on academic probation; advised pre-majors as well.
- Reinstated students suspended from the University and made decisions regarding probationary admission after reviewing credentials.
- Hired, supervised, and trained advisors and other staff members (2003-2007); conducted regular meetings with advisors; established an Advising Center; developed the Advising Q&A on Web site; managed the budget.
- Coordinated and participated in all recruitment events for our college; created a variety of publicity materials (Web sites, brochures, displays, etc.).
- Worked very closely with Enrollment Management, Counseling, Testing, and Disability Services; initiated the development of pilots for Title IV attendance/non-attendance reporting and for transfer credit evaluation.

- Collaborated with the Registrar's Office in regards to computerized pre-requisite/co-requisite checking and room scheduling.
- Chaired and served on search/hiring committees (for the positions of advisor/lecturer, retention specialist, registrar, assistant in the Dean's Office, etc.).
- Used educational software & online systems on a daily basis; collaborated with IT.
- Trained faculty/staff members in advising/SIS procedures, FERPA, etc.
- Edited our college's section of the *University Catalog* (2003, 2004, 2006, 2007).
- Coordinated orientation programs and placement testing for our college.
- Taught UNV 101 and Principles of Speech Communication for six years.
- Collaborated with academic deans, department chairs, and other administrators to coordinate the academic advising and recruitment network across the University.
- Developed/coordinated special programs in the Dean's Office, such as recruitment/retention initiatives (Quest for Success, CPS Seminar Series, Student Advisory Board) and undergraduate research projects.
- Maintained strategic involvement in University academic & student affairs and acted as a liaison in dialogues pertaining to issues that involved the Colleges of Informatics and Professional Studies; served on several committees (see pgs. 4-5).

Adjunct Instructor / Graduate Teaching Assistant

University of Cincinnati, September 1997 – June 2000

- Taught English composition, business communication, developmental writing, effective oral communication, interpersonal communication; tutored students.
- Prepared/developed daily lesson plans, course materials, and class activities.
- Fully responsible for grading and course planning; evaluated essays and speeches.
- Involved in curriculum development and the evaluation of other instructors/GAs.
- Trained in post-secondary pedagogical theory, collegiate teaching, & ESL/ESOL.

Trainer / Account Manager / Client Liaison

General Electric Capital Corporation, October 1993 – August 1997

- Conducted periodic training classes for new customer service representatives; these courses involved instruction in credit laws, customer service procedures, credit approval/denial, and comprehensive training on the computer system.
- Revised legal compliance and technical materials for training purposes; developed nine different training modules explaining the GECC online computer system.
- Recruited & supervised approximately 200 employees in a three-year period.
- Managed the training department's budget.
- Analyzed risk data and implemented initiatives to address system problems.
- Reviewed credit bureau reports and resolved fair credit (FCBI) billing disputes.
- Directed the fraud team and developed strategies to reduce losses due to identity theft and account takeover fraud.

Office Manager / Account Executive

Carole Wilson Public Relations, Inc., May 1992 – September 1993

- Managed daily operations of business, including \$1.2 million budget.
- Supervised two secretaries, three account executives, and an intern.
- Developed various promotional materials & marketing communication plans.
- Worked with the local media to insure coverage of special events.

Graduate Research Assistant / Internship Coordinator

Miami University, August 1991 – August 1992

- Assisted professors (in Communication Dept.) with their classes; tutored undergraduate students.
- Helped to compose grant proposals for student recruitment and new studio.
- Served as a liaison for internship program; increased the number of potential employers for interns; coordinated interviewing process.
- Researched communication theory and law.

Financial Aid Counselor

University of Cincinnati, August 1988 – July 1991

- Counseled a diverse student population in regards to financial aid procedures.
- Met with students and/or parents on a daily basis and discussed needs analyses.
- Managed front desk operations and high call volume.
- Trained new hires; processed loans and grants on computer system.
- Worked closely with Admissions, Bursar, Registrar, and Office of the Ombuds.
- Represented the office and the University at recruitment events.

EDUCATION:

Master of Arts, English (concentration in writing & pedagogy), University of Cincinnati, June 11, 1999. GPA: 3.98 / 4.0

Master of Science, Communication (law & policy), Miami University, December 18, 1992. GPA: 3.875 / 4.0

Bachelor of Fine Arts, Communication/Broadcasting, University of Cincinnati, College-Conservatory of Music, June 16, 1991.
GPA: 3.88 / 4.0 (*Magna cum Laude*)

Computer Skills: Microsoft Windows 7/Vista/XP/2K/98 (including Office, Word, PowerPoint, Outlook, Works, Publisher, Excel, FrontPage, Access), PageMaker, Adobe Photoshop, Illustrator, Macromedia Flash, Mosaic, FTP, Dreamweaver, E-mail systems (Eudora, Outlook, Internet accounts), SIS Plus, UniverSIS, Banner, CMDS, SAP, Colleague, People Admin, Ohio CAS, Cognos 8 BI, Legato WebXtender, Degree Audit, FOCUS, Blackboard, Angel, PeopleSoft, Ad Astra, Web registration/advising systems, Internet search engines, research databases, and smart classroom equipment.

Languages: Spanish, French, and Latin.

AWARDS AND HONORS:

Northern Kentucky University:

“Greatest Influence on Graduating Senior,” 2004, 2006, & 2007
Nominee for Outstanding Advisor Award, 2004 & 2006
Promotion to Interim Assistant Dean, 2006
Strategic Enrollment Management Grant (\$5000), 2006
Faculty of Distinction, Student Support Services, 2005
Outstanding Service Award, 2005
Promotion to Lecturer II, 2005
Promotion to Master Advisor, 2004
Invest in Success Grant (\$150,000), 2003

University of Cincinnati:

Boyce Teaching Award Nominee, 2000
Graduate Teaching Assistantship, 1998-99
University Graduate Scholarships, 1997-99
Student Marshal at Commencement (top 5 in the college), 1991
Walter E. Bartlett / Multimedia Scholarship, 1990-91
Mortar Board, 1990-91
Who’s Who Among Students in American Universities & Colleges, 1990-91
University Honor Scholarships, 1987-88, 1989-91
College-Conservatory of Music Dean’s Scholarship, 1989-90
College-Conservatory of Music Honor Scholarship, 1988-89
Golden Key National Honor Society, 1989-91
Alpha Lambda Delta Honor Society, 1988-91
National Merit Scholar, 1987-88
Dean’s List (all quarters), 1987-1991

Miami University:

Graduate Summer Research Fellowship, 1992
Graduate Academic Achievement Scholarship, 1991-92
Graduate Assistantship, 1991-92

LEADERSHIP, SERVICE, AND PROFESSIONAL MEMBERSHIPS:

Northern Kentucky University:

President, Association in Support of Non-Tenure-Track Faculty, 2006-2007
College representative to ASNTTF, 2004 - 2006
Admissions & Academic Policies Committee, 2006 – 2007
Assistant/Associate Deans’ Committee, 2006 – 2007
Strategic Enrollment Management Committee, 2003 – 2007
Registrar’s Advisory Committee, 2006 - 2007
Chair, Search Committees for Dean’s Office Assistant & Advisor/Lecturer, 2006
Chair, Search Committee for Advisor/Lecturer, 2007
Executive Committee of the Academic Advising Council, 2006-2007
Co-Chair, Search Committee for Advising/Retention Specialists, 2004

Co-Chair, Celebration of Student Research & Creativity Committee, 2002-2003
Director, CPS Student Advisory Board, 2002-2004
College of Professional Studies Administrative Council, 2000 – 2005
Chair, Quest for Success Steering Committee, 2001 – 2003
College Representative, Majors Fair Planning Committee, 2000 – 2005
Orientation Program Committee, 2000 - 2007
Academic Advising Council, 2000 - 2007

University of Cincinnati:

Cincinnatus Scholarship Committee, 1999-2000
English Composition Awards Committee, 1999-2000
Graduate Curriculum Committee, 1998-1999
Evaluator, Oral English Proficiency Test, 1997-1998
Tutor, Academic Services, 1990-1991
Director of Publicity, Student Government, 1990-1991
College Representative, Student Government, 1989-1990
Paraprofessional Educational Advisor, 1989-90
Student Orientation Leader, 1988-1989
CCM's Chamber Choir, 1987-89
Writer/reporter, *The NewsRecord*, 1987-1989

Others (Community Service and Memberships):

Sponsor, "Movies on the Miami" (City of Milford). 2012 - present
Presentation Sponsor / Volunteer, Inter Parish Ministry, 2010 - present
Lifetime Member, Greater Milford Area Historical Society, July 2010 - present
Patron, Greater Milford Events & Arts Council, June 2009 - present
Board of Zoning Appeals, City of Milford, October 2009 - present
Citizens' Housing Commission, City of Milford, January 2009 – present
Lifetime Member, Miami University Alumni Association, 2009 - present
Notary Public, State of Ohio, August 2008 – present
Associate Member, Clermont Home Builders Association, 2008 – 2012
Julia Chatfield Society, Ursuline Academy, 2007-2012
Christian Appalachian Project, 2007 - present
American Red Cross (Cincinnati Chapter), 2006 – present
Working in Neighborhoods, 2005 - 2009
Curriculum Committee, Ursuline Academy, 2004-2010
Volunteer, Matthew 25: Ministries, 2001 - present
American Association for Higher Education, 2000-2008
Friends of CCM (UC Alumni Association), 1999 - present
National Academic Advising Association, 2001 – 2007
National Communication Association, 2000 - 2007
Workshop Instructor, Milford Community / Adult Education, 1996 – 2005
Judge / Reader, Ohio Arts Council, 1999 - 2001
National Writers Association, 1996 - 2004
Clermont County/Ohio Democratic Party, 1990 - present
Instructor, Travelers' Aid International, 1997 - 1999
Loveland Stage Company, 1996 - 1999

SELECTED CONFERENCE PAPERS & PRESENTATIONS:

- “Academic Careers for a New Century.” Eighth AAHE Conference of Faculty Roles and Rewards. New Orleans, LA. 5 Feb. 2000.
- “Advising Strategies to Improve Student Retention.” Kentucky Council on Post-Secondary Education / Kentucky Conference on Student Retention. Morehead, KY. 14 Nov. 2000.
- “Argumentative Discourse and the Modern Memoir.” The 27th Annual Conference on Literature and Film. Tallahassee, FL. 24 Jan. 2002.
- “Balancing Act.” Regional Workshop on Current Issues in Enrollment Management at Miami University. Oxford, OH. 17 Feb. 2006.
- “Beyond Objectivity: The Relationship Between the ‘New Rhetoric’ and Sophistic Rhetoric.” 20th Annual Conference of the Southwest/Texas Pop Culture Association and the Southwest/Texas American Culture Association. Albuquerque, NM. 26 Feb. 1999.
- “Building Coherence in the First College Year.” Learning Communities and Collaboration Conference. Indianapolis, IN. 7 Nov. 2003.
- “Chocolate Milk (and other excerpts from memoir).” Creative Nonfiction Reading. University of Cincinnati, Cincinnati, OH. 10 Feb. 1998.
- “‘Community’ in the Writing Classroom.” National Council of Teachers of English Convention 2000: Teaching Matters. Milwaukee, WI. 17 Nov. 2000.
- “Conflicts Between Culture, Home, and School: Communicative Challenges Facing Urban Appalachians in the Classroom.” Central States Communication Association 2002 Conference. Milwaukee, WI. 6 Apr. 2002.
- “Dialectic Montage as a Rhetorical Device in Sergei Eisenstein’s *Battleship Potempkin*.” Society for Cinema Studies 1999 Conference (hosted by Florida Atlantic University Program). West Palm Beach, FL. 17 Apr. 1999.
- “An Examination of the Penn Alexander School.” Outreach Scholarship Conference: Transformation through Engagement. Athens, GA. 3 Oct. 2005.
- GCCCU/SOCHE Regional Higher Education Conference: General Education. Dayton, OH. 28 Feb. 2005.
- “The Notion of ‘Community’ and Its Influence on Writing, Communication, and Pedagogy.” Conference on College Composition and Communication. Minneapolis, MN. 15 Apr. 2000.
- “Recyclable Differences.” An Evening of Poetry Readings. University of Cincinnati, Cincinnati, OH. 29 Apr. 1999.
- “Taking a Stand: Persuasion and Confidence in the Basic Speech Course.” Kentucky Communication Association. Gilbertsville, KY. 17 Sept. 2004.
- “A Tale of Two Julies: Persistence vs. Retention.” 2007 International Assessment & Retention Conference. St. Louis, MO. 7 June 2007.