

# LOU THOMPSON

2121 Crosspoint Avenue • Santa Rosa, CA 95403-7932 • 707.576.7294 • lou.thompson@scbglobal.net

---

## KEY PROJECT MANAGEMENT SYNOPSIS

Executive-level Project Manager with 35 years of training/education, Web-base management and business experience in both the private and non-profit sectors with key emphasis on infrastructure management, membership and communications, vendor management, development support, program development and grant management.

## EDUCATION

**Sonoma State University** • Multiple Subject Teaching Credential

**Sonoma State University** • Bachelor of Arts Degree in Liberal Studies (Hutchins)

**Santa Rosa Junior College** • Associate of Arts Degree in Liberal Arts

Additional Training—

**Santa Rosa Junior College** • Web Publishing—HTML

**Volunteer Center of Sonoma County** • Fund Raising/Resource Development—Certificate

**Copeland Consulting** • Management Training including; Supervision, Managing Performance, Facilitation, Decision Making, Interpersonal Skills, Team Building

**Glenn Price Group** • Grant Seeking Fundamentals, Intermediate Proposal Development, Program Fund Planning and Advanced Proposal Strategies, and Management Training

## EXPERIENCE

**Consulting Project Executive**, Papillon Business Solutions—2004-Present

<http://papillonbusinessolutions.com>

**Internet** • Web design, maintenance, e-newsletters

**Meetings** • Use time wisely, meaningful agendas, staff input, facilitators, software support, timing

**Internal Controls** • Sarbanes-Oxley compliance, review of fiscal management, separation of duties examination

**Employees** • Handbook, health & safety procedures, training

**Calendaring, Time & Task Management** • Strategies and techniques, tracking, evaluation

**Hiring & Firing** • Laws & regulations, job descriptions, recording keeping, advertising, templates, interview questions

**Organizational Charts** • Hierarchical, Matrix, Flat (also known as Horizontal)

**Policies & Procedures** • Mission, values, governance, special projects, branding style guide

**Employees** • Handbook, health & safety procedures, training

**Filing & Storage Systems** • Electronic, hardcopy, systems

**Physical Environment** • Desk control, display

**Development Administrator**, Redwood Empire Food Bank and Becoming Independent—2005-2010

**Fund Development** • Direct mailing, major event, corporate sponsorships, annual meeting & report, public relations, webmaster, monthly giving development and management

**Capital Campaign** • Committee support, event planning, collateral

**General Development** • Grant management, staff supervision, database administrator, webmaster

**Finance/Administrative Services**, American Legion Auxiliary, Becoming Independent, YWCA Sonoma County, Redwood Empire Food Bank—1997-2010

**Financial Operations** • Budgeting up to \$1.6M, banking, reporting, planning, policies and record keeping, grant management

**Administrative** • Human resources oversight, general office supervision, IT/data management, bookkeeping oversight, membership support up to 28K, board of directors support

**Operations**, Papillon Learning Center, American Legion Auxiliary, Becoming Independent, YWCA Sonoma County—1985-2008

**Facilities Management** • Health & safety, equipment & machines, security, buildings, vendor contact and contracts, OSHA compliance

**Educator/Advocate**, Sonoma County Public Schools, Papillon Learning Center—1976-1998

**Teacher** • Multi-subject contained classrooms K-8th grades, advocate for parents/students

**Entrepreneur** • Tutoring 1st-12th grade students, adult job skills preparation, retail sales

## COMMUNITY SERVICE

**Sonoma County Museum** • Volunteer Coordinator Development

**Redwood Empire Food Bank** • Web Site Consulting/Web Site Co-Management

**Circle of Sisters** • St. Joseph Healthcare System Webmaster (4yrs)

**Department of Health Services, Sonoma County** • Web Site Consulting

**Becoming Independent** • Web Site Consulting/Web Site Management

**Sonoma County Down Syndrome Support** • Webmaster (6yrs)

**ALA East Palo Alto Unit 472** • Webmaster (7yrs)

**California Girls State** • Counselor/Computer Consultant & Webmaster/Volunteer (12yrs)

**Project Graduation Sonoma County** • County President (3yrs)/Volunteer (6yrs)

**Project Graduation Cloverdale** • President (2yrs)/Volunteer (6yrs)

**Cloverdale Citrus Fair** • Youth in Action Director (3yrs)/Employment

**American Legion Auxiliary** • All Major Offices Unit/District/Member/Consultant/Volunteer (30yrs)

**City of Cloverdale** • Various Commissions, Committees/Recreation Department Employment

**Lions Clubs International** • Lion of the Year (2yrs)/Member (6yrs)

## EXAMPLES OF SIGNIFICANT MEASURED PROJECTS

**Consolidated** investments to facilitate monitoring/management leading to a 42% overall increase within three years

**Overhauled** budget meeting process and budget format

**Developed** employee handbook, evaluation process, and time-on-job monitoring system

**Consolidated and reassigned** job duties increasing overall employee output while reducing staff to accommodate for temporary reduction of revenues

**Built and maintained** 400+ page Web site visited/used by members nationwide; received five awards from National American Legion Auxiliary

**Computerized** hundreds of documents, most published to Web site; bookkeeping; databases

**Created/implemented** 5-year plans in areas of finance and public relations

**Reduced** postal expenses by encouraging 95% of executive board to use email/Web site as major form of communication

**Moved** scholarship program from office to Web site, reducing expenses by \$6,000

**Located and entered** into 3-year lease for 2,000+ sq/ft professional office space

**Satisfied** 7-year reporting discrepancies between non-profit and HUD within first 5 months of employment

**Analyzed and reorganized** chart of accounts and job allocation codes

**Managed** concurrently 17 federal, state, and local grants totaling \$900,000

**Participated** in 9 external annual audits

**Controlled** site security and health & safety program of five sites and 300+ employees

**Implemented** internal controls for three employers

## PROFESSIONAL REFERENCES

Benita McLarin, MS, MHA  
Alameda County Medical Center  
Executive Director of Ambulatory Services  
Oakland CA  
707.301.2607  
[bmclairn@aol.com](mailto:bmclairn@aol.com)

Karen D. Shanley  
Shanley & Associates Inc  
President/Registered Investment Advisor  
San Luis Obispo CA  
805.783.7470  
[kdshanley@shanleyassociates.com](mailto:kdshanley@shanleyassociates.com)

Sandra D. Rice  
Emma L Bowen Foundation  
Vice President - Eastern Division  
New York NY  
212.975.2597  
[sdrice@cbs.com](mailto:sdrice@cbs.com)

Linda J. Workman  
First Republic Bank  
Vice President, Loan Services Support  
San Francisco CA  
415.288.7521  
[lworkman@firstrepublic.com](mailto:lworkman@firstrepublic.com)

Redwood Empire Food Bank  
David Goodman 707.523.7900

YWCA Sonoma County  
Denise Frey 707.546.9922

Becoming Independent  
Cami Weaver 707.524.6600

American Legion Auxiliary  
415.861.5092

## NON-PROFIT AND FOR-PROFIT EXPERIENCE AND SKILL SETS

**Research & Development** • Daily Report of Business (DRB) System Created For National Car Rental, Inc; Analysis; Document & Program Design; Five-year Planning for Finance and Public Relations; Procedure Books

**Public Relations** • Strong Interpersonal Skills; Assertive; Team Member; Writer (Series Of Business Profiles, One-Time News Articles); Promotion; Speaker; Desktop Publisher

**Fund Raiser & Event Planner** • Major Event Planning (One-Day to Four-Day Events); Grant Management; Grant Writing; In-Person & Written Solicitations; Follow-Up; Familiar with IRS Requirements; Publicity

**City Development & Planning** • Appointed Member of Fiscal Review and Parking Review Committees; Active Chamber of Commerce Member; Downtown Merchants' Association

**Entrepreneur, Consultant & Retailer** • Successful Ten-Year Tutoring Business Conducted from Professional Downtown Office; Incorporation of Retail Department; Marketing; Hospitality; Independent; Web Design; Educational Toys & Games; Employee Hiring and Management; Relationships with Nationally Recognized Wholesalers; Created All Forms Relating to Business; Environment Design; Display

**Office Skills** • Computer; Business Plan; Highly Skilled at Document Creation; Databases; Tax Preparation; Budgets; Bookkeeping; Phones; Scheduling; Written Communications; Billing; Archiving; Travel Planning

**Employer** • Create Applications and Pre-Employment Testing Tools; Interviewing; Develop Safety Procedures; Scheduling; Evaluations; Inter-Office Communications; Employee Management (Accountants, Administrative Assistants, Tutors, Reception, Sales); Weekly Meetings

**Teacher & Trainer** • Evaluation and Consultation; Individualize Teaching; Monitor Learning; Revise Strategies; Leadership Training Seminars; Time-Management Seminars; Computer Training for Job Market Re-Entry; Placement Test Preparation; Hosted Five Foreign Exchange Students

**Counselor & Advocate** • Provide Support for Parents & Their Children Regarding Issues Relating to Public School Including Responsibilities of Public Education; Represent Students During Meetings Between Parents and School Staff; Facilitate

**Negotiator & Shop Steward** • Conflict Resolution; Mediation; Arbitration; Negotiation

**Activities & Recreation Planner** • Create and Direct Summer Recreation Program for Community; Parks and Recreation Commissioner; Director of Recreation for Private Business

**Non-Profit Organization** • Director on Executive Boards; Various Offices Held Including Presidency of Seven Boards; Build/Manage Completely Electronic Focus Group