

# Michael H. Stenger

mhstenger@gmail.com  
360-921-0018

Organizational management professional with over 20 years of experience dedicated to student success and professional development.

Excellent leadership and mentoring skills working with students and staff, helping them attain their educational, career, and life goals.

Successful collaborator working with various departments to achieve unity and commitment to common goals.

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## EDUCATION

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<b>Master of Arts, History</b> , Southern New Hampshire University, <i>online</i> <i>24 Graduate Credits earned as of 18 September 2023</i>	<i>enrolled</i>
<b>Continuing Education, Genealogical Principles</b> , Boston University online	2020
<b>Master of Education, Organizational Management</b> , Endicott College – Beverly, MA	2005
<b>Bachelor of Science, Political Science</b> , State University of New York – Brockport, NY	1994
<b>Leadership Education, International Leadership Program</b> , Up With People – Tucson, AZ	1992
<b>Associate of Science, Individual Studies</b> , State University of New York – Alfred, NY	1991

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## SKILLS AND EXPERIENCE

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### Mentoring and Teaching Management

- Coached new associates and staff regarding policies and procedures to assist in the company's onboarding process.
- Served as the point person to resolve disputes and potential issues between faculty and students.
- Taught adult learners at the Associate and Bachelor level in various humanities courses, such as Contemporary World Culture, Ethics, Group Dynamics, Strategies for the Technical Professional, and Professional Procedures and Portfolio Development.
- Recognized as Teacher of the Quarter (June 2009) and Teacher of the Year (2010).

### Leadership and Talent Management

- Created and supervised a team consisting of an associate director, an assistant director, six department chairs, and an administrative staff of six.
- Managed over fifty indirect reports, providing leadership and development to improve the quality of performance and expectations, then implemented a training process to ensure the team exceeded expectations.
- Chaired weekly meetings discussing team goals focused on departmental objectives and performance, resulting in improved attrition and success rates of associates.

- Oversaw one-on-one meetings with directors to achieve department goals.
- Motivated staff through observations, training, and recognition events.
- Planned, developed, and implemented quarterly in-service seminars focused on company goals, professional development, and personal growth.
- Recognized as manager of the quarter (December 2014, March 2015, and June 2015), for implementing improved training initiatives and achieving quarterly budget goals.
- Recognized as manager of the year (2015) for achieving departmental attrition and budget goals, increasing staff value, and designing innovative training.

### **Business Management**

- Administered an operational budget of 7.5 million dollars.
- Forecasted yearly operational budget based on the previous year's achievements, current trends, and planned goals.
- Adjusted quarterly budget based on achievement of quarterly goals.
- Maintained and optimized operational budget through event planning and scheduling.
- Managed external vendors to enhance opportunities by reviewing cost analysis.
- Oversaw building and grounds security by working with public safety on fire code and personal security.

### **Human Resource Management**

- Observed, trained, and developed staff to promote their strengths while striving to overcome their challenges.
- Utilized the *iCIMS Talent Acquisition Suite*® to advertise, promote, review, and select potential candidates.
- On-boarded all staff members through personal training and e-training on company culture, code of conduct and ethics, and specific departmental training.
- Reviewed all staff members through weekly performance data and personal observation.
- Recommended staff members for internal promotion and encouraged staff to seek internal advancement.
- Responsible for employee termination as needed.

### **Customer Service Management**

- Trained over twenty years in cross-cultural, ethnic, LGBT, and socioeconomic customer service skills, promoting a neutral and objective understanding.
- Worked directly with individuals from over twenty-five countries, promoting cultural understanding and sensitivity through verbal and non-verbal communication.
- Provided excellent customer service to associates and staff through one-on-one conferences, town hall meetings, and orientation events.
- Resolved conflict by scheduling face-to-face meetings, listening to grievances, and providing feedback.
- Followed through on the plan of action by addressing concerns with staff and creating solution-based action.

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## EDUCATIONAL EMPLOYMENT HISTORY

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<b>ITT Technical Institute (ITT/ESI)</b>	2006 –2016
<ul style="list-style-type: none"><li>• <i>Dean of Academic Affairs, Norfolk, VA</i></li><li>• <i>Interim Dean of Academic Affairs, Liverpool, NY</i></li><li>• <i>Associate Dean of Academic Affairs, Woburn, MA</i></li><li>• <i>Registrar, Wilmington, MA</i></li><li>• <i>Adjunct instructor, Woburn / Wilmington, MA</i></li></ul>	
<b>The Salter School (Premier Education Group), Cambridge, MA</b>	2005 –2006
<ul style="list-style-type: none"><li>• <i>Campus Director promoted from Assistant Director</i></li></ul>	
<b>Bay State College, Boston, MA</b>	2004 –2005
<ul style="list-style-type: none"><li>• <i>Assistant Director of Admissions</i></li></ul>	
<b>New England Institute of Art (EDMC), Brookline, MA</b>	2003 –2004
<ul style="list-style-type: none"><li>• <i>Assistant Director of Admissions</i></li></ul>	
<b>Endicott College, Beverly, MA</b>	2000 –2002
<ul style="list-style-type: none"><li>• <i>Assistant Director of Student Activities</i></li></ul>	
<b>Up With People, Denver, CO</b>	1996 –1998
<ul style="list-style-type: none"><li>• <i>Admissions Counselor – Event Coordinator</i></li></ul>	

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## OTHER EMPLOYMENT HISTORY

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<b>The Bruin, Craft Beer and Wine, New Bern, NC</b>	2021 – <i>present</i>
<ul style="list-style-type: none"><li>• <i>Bartender, retail</i></li></ul>	
<b>Tonic Parlor, New Bern, NC</b>	2021 – 2022
<ul style="list-style-type: none"><li>• <i>Manager, Bartender</i></li></ul>	
<b>Royal Oaks Country Club, Vancouver, WA</b>	2018 –2020
<ul style="list-style-type: none"><li>• <i>Hospitality Specialist, Bartender</i></li></ul>	
<b>The Green Onion, Norfolk, VA</b>	2017 –2018
<ul style="list-style-type: none"><li>• <i>Front of House Manager, ABC Manager, Bartender, and Server</i></li></ul>	