

Some of the clients that **Customer Service and Beyond** has served:

EDUCATIONAL

- ◆ Alton High School
- ◆ Carrolton High School
- ◆ DeKalb School District
- ◆ Granite City High School
- ◆ East Alton School District
- ◆ Jerseyville National Honor Society
- ◆ Marquette Catholic High School/Alton
- ◆ Moraine Community College
- ◆ SIU-Edwardsville
- ◆ Southwestern Illinois College
- ◆ Triad School District

HEALTHCARE

- ◆ Anderson Hospital
- ◆ BJC Hospitals (all)
- ◆ Heritage of Care
- ◆ Jersey County Hospital
- ◆ Maryville Women's Center
- ◆ Memorial Hospital/Belleville
- ◆ SSM Physical Therapy

NON-PROFIT

- ◆ Alton Rotary
- ◆ Belleville Rotary
- ◆ Carbondale Library
- ◆ Central Illinois Community Blood Center
- ◆ Coal County Chamber of Commerce
- ◆ Collinsville Area Recreation District
- ◆ ESPW
- ◆ Faith in Action
- ◆ Glen Carbon Library
- ◆ Goshen Rotary
- ◆ Highland Business and Professional Women
- ◆ Highland Rotary
- ◆ Illinois Business and Professional Women
- ◆ Illinois Federation of Teachers
- ◆ Jersey County Business Association
- ◆ Millstadt Chamber of Commerce
- ◆ Our Lady of the Snows
- ◆ People in Business
- ◆ RiverBend Growth Association Total Networking
- ◆ Seligman Missouri Chamber of Commerce
- ◆ Six-Mile Regional Library
- ◆ Smithton Chamber of Commerce
- ◆ Tri-Township Library
- ◆ Troy Historical Society
- ◆ Waterloo Chamber of Commerce
- ◆ YMCA-CMT

FINANCIAL

- ◆ 1st Mid-America Credit Union
- ◆ FCB Banks
- ◆ First National Bank
- ◆ George Burnett Chapter of Credit Unions
- ◆ Jerseyville Banking Center
- ◆ National Bank
- ◆ Scott Credit Union
- ◆ Shell Community Federal Credit Union
- ◆ TheBANK of Edwardsville

CORPORATE

- ◆ Agri Solutions
- ◆ Allison's Comfort Shoes and Boots
- ◆ CARSTAR
- ◆ City of O'Fallon
- ◆ Collision Plus
- ◆ Cope Plastics
- ◆ Exactime Watch and Clock Shop
- ◆ Express Personnel
- ◆ Gateway Center
- ◆ Handi-Craft
- ◆ Hawthorne Animal Hospital
- ◆ Hayner Public Library
- ◆ Holiday Inn
- ◆ Illinois Bed and Breakfast
- ◆ Illinois Municipal Leaders
- ◆ J.W. Terrill
- ◆ Jackson-Hewitt
- ◆ Jewel Box
- ◆ Madison County/Administration
- ◆ Madison County Health Professionals
- ◆ Madison County Region 2 Schools
- ◆ Madison Mutual Insurance Company
- ◆ Maryville Women's Center
- ◆ Midwest Tax Group
- ◆ Mueller Physician's Office
- ◆ Olin Winchester
- ◆ Pizza Man Restaurant
- ◆ Renal Advantage
- ◆ State of Illinois
- ◆ Steve Brown Apartments
- ◆ Triangle H Farms
- ◆ Truck Centers
- ◆ Villa Marie Winery
- ◆ Village of Maryville
- ◆ Wisper

MEDIA APPEARANCES

2011 WJBM Radio 1480 (London, England)
2010 WBGZ Radio 1570 am
2009 KSDK News at Noon
2009 Blog Talk Radio
2009 "Great Day St. Louis" Live
2008 "Passion with a Purpose" Internet Radio

PUBLICATIONS

2009—present "Today's Advantage" monthly article
2008 Published "Customer Service and Beyond ... it is all about the WOW!"

SPEAKING ENGAGEMENTS (highlights)

2011 Riverbend Growth Association "For Women, By Women"
2011 SIU Edwardsville All Staff Conference
2011 Belleville News Democrat "Lipstik Conference"
2011 Madison County Network of Healthcare Professionals
2010 Millstadt Chamber of Commerce Annual Dinner
2010 George Burnett Madison County Credit Unions Annual Dinner
2010 CARSTAR Dinner
2010 Lewis and Clark Community College Adm. Professionals Conference
2009 Illinois Bed and Breakfast Conference
2008 "Working Women Survival Show" at St. Charles Convention Center
2008 Illinois Federation of Teachers State Convention
2008 Jerseyville National Honor Society Dinner
2008 Riverbend Growth Association "For Women, By Women"
2007 Illinois Federation of Teachers State Convention
2006 Riverbend Growth Association "For Women, By Women"
2005 Madison County Employment and Training Annual Dinner
2004 Phi Beta Lambda State Conference

HONORS/AWARDS

2008 "2008 Distinguished Alumna Award" (Southwestern Illinois College)
2008 "2008 Generations of Success Award" (Southwestern Illinois College)
2005 "Key to the City" (Troy, Illinois)
2004 "Career Mentor of the Year" (Southwestern Illinois College)

EDUCATION

1997 **Webster University**, Master of Arts Degree (dual degree)
Management and Human Resource Development
1994 **Southern Illinois University/Carbondale**, Bachelor of Science Degree
Education, Training and Development/Post-Secondary Education
1990 **Southwestern Illinois College**, Associate of Applied Science Degree
Secretarial Science

CERTIFICATIONS/CONTINUING EDUCATION

2011 Member of the National Speakers Association
2003 AchieveGlobal® Training Certification in both Leadership and Service Difference
2005 DDI® (Develop Diminsions International) Training Certification

