

Curriculum Vita

JAMES MORTENSEN

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QUALIFICATIONS

Award-winning Organizational Development Specialist with over six years of experience in organizational capacity-building. Master of Science in Human Development. Proven experience guiding executive teams through strategic planning, team building, and problem solving activities. Exemplary teamwork skills and the ability to assist groups in developing purpose statements, goals, objectives, and metrics. Knowledge of group dynamics derived from graduate studies, mediation work, and experience conducting family therapy. Extensive experience in professional communication. Leadership qualities gained from military and volunteer activities. Professional proficiency in Spanish, and experience living in both Guatemala and Saudi Arabia. Willing to relocate.

CAREER ACCOMPLISHMENTS

Entrepreneurs' Global Alliance

- Co-founded a private volunteer organization to reduce poverty by assisting entrepreneurs in developing countries; recruited managers from leading consulting firms.
- Secured partnerships with leading non-profits by demonstrating superior knowledge of business planning to senior executives and partners.

JBC International

- Significantly reduced cycle times and increased organizational efficiency of non-profit association management firm by flowcharting and re-engineering internal process flows.
- Trained all employees in successful time management and goal-setting; improved team collaboration and efficiency.
- Increased responsiveness to clients and decreased application backlog by directing a company-wide technology upgrade that included the installation of new phone lines, network hardwiring, and office equipment.
- Spearheaded drive to rebuild trade association; successfully recruited members who had let their memberships lapse; increased revenues by over \$40K.
- Formalized and expanded an internship program from 2 to 15 universities.

Defense Logistics Agency

- Worked with executive team to facilitate corporate merger between two 1000+ employee organizations; identified and re-engineered affected business processes; facilitated group sessions to preempt culture conflicts; built consensus for change management processes.
- Created and implemented organizational assessment to identify success on merger; led focus groups to collect feedback; created solutions in critical areas.
- Significantly reduced workforce grievances at critical company worksite by rebuilding dialogue within a fractious management team; overcame personality conflicts through team interventions and coaching.
- Participated in executive-level design and implementation of an organizational learning and change initiative throughout a 50,000 employee enterprise; designed and implemented an organizational assessment to support the initiative.

PROFESSIONAL EXPERIENCE

ENTREPRENEURS' GLOBAL ALLIANCE, Washington, D.C. 2001 - Present
Volunteer organization providing assistance to small and medium enterprises in developing countries.

President and Chief Strategist

- Constructed highly-competent management team to provide capacity-building, contacts, and capital to aspiring entrepreneurs in developing countries.
- Crafted strategic plan and action timeline for the organization.
- Identified development partners and created strategic relationships with leading government and private sector institutions such as the Mexican national development bank for SMEs, the US Small Business Administration, Notre Dame and Brigham Young Universities, and the Yucatán State Office for Economic Development.

JBC INTERNATIONAL, Washington, D.C. 1999 - 2001
Non-profit association management firm.

Director of Administration & International Trade Analyst

- Liaison with senior trade officials in the US administration, World Bank, USAID, and Interamerican Development Bank to acquire and disseminate information on the best trade policies; developed policy paper used by US government trade negotiators.
- Developed surveys, led research projects, benchmarked trade processes, and assisted in the creation of a new trade coalition.
- Wrote client newsletters on trade issues in Latin America.
- Keep clients abreast of international trade automation efforts and key IT trends affecting business.
- Attend government and industry meetings, coordinate with senior officials, and track international progress on issues such as international B2B exchanges and Electronic Data Interchange in national customs agencies.
- Handled extensive communications with numerous foreign governments while leading a global analysis of Y2K readiness of customs agencies.

DEFENSE LOGISTICS AGENCY, Fort Belvoir, Virginia 1995 - 1999
Logistics organization.

Organizational Development Consultant

- Co-created an organizational development team to provide organizational development and assessment services to world's largest logistics organization.
- Led executives and managers in long-term strategic planning; helped clients formulate mission and vision statements, identify core competencies, create long and short-term objectives, and outline action plans and performance measures.
- Implemented organizational change management initiatives by designing assessments using surveys, interviews, and focus groups; maintained momentum for change initiatives by mentoring organizational leaders.
- Facilitated team-building exercises for corporate teams; planned and implemented management off-sites and training.
- Designed and implemented a mobile local area network with laptop computers to promote collaborative knowledge management; implemented a computer system to collect information and facilitate group meetings that shortened project cycles and resulted in better-focused initiatives.

ACADEMIC AWARDS

- Department Best Case Study Award**, Virginia Tech 1996
~For most creative and well-written case study on an examination of cross-cultural therapy.
- Bronze Award**, Fort Huachuca 1992
~For outstanding academic, military, and leadership achievement.
- Dean's Scholarship**, Brigham Young University 1986
~For academic achievement in high school.

ADDITIONAL EXPERIENCE

- ARMY NATIONAL GUARD, Maryland and Utah 1991 - 1997
Spanish Linguist & Liaison
- Developed training plans for unit and managed up to 40 soldiers in advanced training.
 - Received maximum scores on Army Spanish-proficiency exams and served as liaison between US forces and local civilians during humanitarian exercises in Panama.
- VIRGINIA TECH THERAPY CLINIC, Falls Church, Virginia 1995 - 1996
Student Therapist
- Provided family therapy to Hispanic clientele including court-ordered men who had violently abused their spouses.
 - Conducted in-depth research into applying family therapy interventions to strategic planning.
 - Helped clients resolve personal crises and enhance their interpersonal relationships.
- BRIGHAM YOUNG UNIVERSITY, Provo, Utah 1991 - 1993
Mediator
- Negotiated the resolution of numerous tenant-landlord disputes; trained law students in dispute resolution.
- CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS, Guatemala City, Guatemala 1987 - 1989
Volunteer
- Managed teams of between 8 and 18 volunteers; consistently placed in the top 10-15% in productivity rankings.

EDUCATION

- VIRGINIA TECH, Falls Church, Virginia
Master of Science in Human Development, 2002
~Successfully defended thesis, "Incorporating Solution-Focused Techniques into the Federal Strategic Planning Process."
- BRIGHAM YOUNG UNIVERSITY, Provo, Utah
Bachelor of Science in Business Management, Organizational Behavior Emphasis, 1994