

# *Resume for Joe Dunst*

---

## **OBJECTIVE**

I am seeking the opportunity to contribute in a responsible position utilizing my skills and background in business ownership, community leadership, and corporate management, marketing, sales and support where results are valued.

---

## **AREAS of EXPERTISE**

### ***Leadership***

A former Hewlett-Packard executive describes me as "a manager who is brilliant at pulling ideas from a group of people and creating innovative plans". He further summarizes: "Joe's strengths are his ability to facilitate and interact with groups to bring out the best ideas, his ability to communicate big picture issues to employees and to customers, and his ability to demonstrate a high level of genuine concern for the people he manages".

### ***Fiscal Management***

Both my professional and private experiences have demanded skill in planning, tracking and forecasting expenses. I have redesigned an entire accounting system for a nonprofit corporation based on QuickBooks. I routinely utilize the concepts of NPV and IRR to characterize potential investments. In my private business experience, I have characteristically utilized balance sheet and income statements to plan and track fiscal metric goals, managed cash flow by itemizing sources and uses of cash, and optimized other metrics such as pricing models and inventory turns ratio.

### ***Entrepreneurial***

Conceived and ran my own businesses. I researched and published complete business plans that I used extensively as I developed the concept and financial model for each endeavor. I designed everything from the exterior signage, to the retail space layout, the logo, website, and the set of financial records we meticulously kept. My current small business consulting practice has been in operation since 1999.

### ***Technical Resource Management***

Managed technical resources for more than two decades. I have headed groups as large as 60 engineers, technical writers and illustrators, managers and administrators.

### ***Computer***

Highly proficient with the Windows PC operating system. I utilize business software including QuickBooks, Microsoft spreadsheets, word processors, presentation graphics, and Internet resources daily. I am also familiar with Adobe and Corel graphical design and digital imaging software, and have created and published logos, flyers, brochures, newsletters, media advertising, and websites.

---

## **CAREER MILESTONES**

### ***Entrepreneurial Business Experience Consulting 1-on-1 Cro-Magnon***

- Owner/Manager

Successfully developed a consulting practice based upon extensive training and experience in corporate strategic planning processes, but now scaled to individual and small business use. A thorough and detailed written business plan was an indispensable tool in constructing Consulting 1-on-1 and launching it in 1999. The practice continues to the present.

A decade earlier, devised a unique concept for a gallery of primitive art, Cro-Magnon. Researched and documented a complete business plan. Designed the retail space with a local architect. Designed the gallery logo and all promotional materials. Designed and published the newsletter. Designed, photographed, and placed all media advertisements. Created and managed all financial and tax records. The gallery was featured in many northern California media articles, and created a loyal following of clientele.

# Resume for Joe Dunst

More ...

## CAREER MILESTONES

### **Community Service and Leadership Healdsburg Arts Council**

- Board of Directors
- Treasurer

Elected to the Board of Directors in 1999, and currently serving as the corporate Treasurer. Redesigned and documented the accounting system and processes managing up to \$250K of nonprofit funding annually. Conducted several Board Development and Strategic Planning workshops producing vital policy statements and strategic plans.

Other duties and contributions include the administration of the Art Council's Youth Arts Program including the hiring and supervision of a Program Design Manager who developed a strategic plan still in use today. Led a project team to design and launch the Arts Council's first website. Also served on and advised the Executive Committee of the Healdsburg Jazz Festival.

### **Corporate Management**

#### **Hewlett-Packard**

- Global Program Leadership
- Technical Support Management
- Sales Management
- Direct Sales
- Marketing Management

Contributed substantially to a multi-national, multi-division policy and process design team. Pioneered the design of a multi-year strategic "roadmap" of developments in system support planning and delivery processes and tools using an insightful technique of interviewing key entity stakeholders and employees.

Led the development of a worldwide support strategy for highly complex, custom measurement systems in mission-critical environments supporting in excess of a billion dollars of installed base.

As a special assignment, designed several new tools for scoping high-level technical and management jobs, and for assessing and appraising performance. Developed and launched small website to assist managers performing common employee performance and development tasks.

Active leadership on several councils. Led the System Support Council, and co-lead the System Support Action Team. Member of the SSV Curriculum Task Force, and the Integrated Solutions Support Strategy design team. Member of Software Support Professionals Association.

Managed group of engineers providing technical evaluation and assistance for worldwide sales force. Prepared annual worldwide sales quota proposals in excess of \$300 million, and actively participated in the direct negotiations with regional sales management teams worldwide.

As a District Sales Manager, successfully led a team of four field engineers to meet annual sales quotas of \$5-10 million (a substantial quota for a small district at the time). As a salesperson, successfully exceeded annual quota four of five years. Named "Most Valuable Player" at regional sales conference.

## EDUCATION

Colorado State University, Fort Collins, Colorado - BSEE with honors. Commanded US Army ROTC brigade, highest student commission.

Stanford University, Palo Alto, California - Certificate of Completion: Advanced Management College

Hewlett-Packard Courses Completed - Building Market Focused Organizations, Business Planning for Competitive Advantage, Situational Negotiation, Process of Management, Managing Interpersonal Relations, Behavioral Interviewing, Scenario Analysis, Organizational Alignment.

## REFERENCES

Both business and personal references are available upon request.