

Margaret Dwiggins
5614 Twin Brooks Drive, Dallas, Texas 75252
(903)517-8878 mdwiggins5@yahoo.com

QUALIFICATION SUMMARY

A senior manager with extensive and progressively responsible experience in management, customer service, and sales. PhD in Educational Psychology in process with MBA & MS. Key experience areas include:

- Training
- Leadership Development
- Program Development
- Change Management
- Quality Improvement
- Contingency Management
- Talent Management
- Customer Care
- Project Management

PROFESSIONAL EXPERIENCE

Texas A & M University - Commerce

Instructor/Graduate Assistant Teaching (while pursuing PhD) 2015-current

- Instructor for 2 undergraduate classes per semester while pursuing PhD (Introduction to Assessment, Parent and Family Dynamics, Orientation to the Counseling Profession, Philosophy of Helping Relationships)
- Student Rating of Teacher Effectiveness scores of “Strongly Agree” at 81% compared to 70% for department and 68% for university overall

Hunt Regional Medical Center, Behavioral Health Unit

Licensed Professional Counselor-Intern PRN 2015-2016

- Crisis assessment on-call for emergency room, facilitate voluntary or involuntary admission (Emergency Detention Order)
- Conduct psychosocial, depression, dementia, and Alzheimer assessments
- Provide individual/group therapy and educational classes for geriatric and adult patients
- Participate in treatment team meetings and coordinate discharge planning

Student Intern – Licensed Professional Counselor 2014-2014

- CPI Nonviolent Crisis Intervention certified

Mountain View Community College 2013-2013

Student Intern – Counselor

- Provided crisis intervention and short-term counseling to students
- Guided educational assessments and provided career guidance
- Counseling liaison located in veterans’ affairs office

United States Marine Corps Reserves, 4th Marine Logistics Group

Family Readiness Officer 2009-2010

- Special Staff Officer on Command Deck, reporting to MajorGeneral and Chief of Staff
- Coordinated new program with nine battalion family readiness officers for 10,200 geographically dispersed Marines and Sailors on continuous deployment cycles
- Implemented and facilitated Yellow Ribbon Reintegration Program task force resulting in increased use of \$10.7 million budget and legislative program improvements

Junior Achievement

Executive Director, Lamar County

2002-2004

- Networked with community and education leaders
- Recruited, trained, and scheduled classroom volunteers
- Solicited and obtained in-kind and monetary donations
- Coordinated events including annual golf tournament and Taste of Paris

Arch Wireless, formerly Paging Network Inc. (PageNet)

Director, Customer Care

1997-2001

- Accountable for full service management of up to 4 managers, 12 team leaders, and 140 technical support representatives.
- Managed inbound call center annual budget of \$7.5 million.
- Support revenue base of \$46.8 million. First level support of national accounts (\$16.8). Second level support for national resellers (\$30).

Ceridian Employer Services

District Vice President, Client Services

1993-1997

- Accountable for district profit, revenue growth, sales, and customer retention. Profit objectives exceeded last two years, 1995 YTD profit exceeding plan by 48%.
- District management for up to 4 teams: customer service/sales, implementation, operations/production, and technical associates.
- Implementation customer satisfaction improved 19% and national customer satisfaction increased 64% for “Willingness to Recommend CES” 1995 YTD.

Dun & Bradstreet Information Services, North America

Director, Sales Operations, U.S. Sales

1985-1993

- Team Leader of TeleSales Automation Breakthrough. Designed and installed automated sales workstations to increase efficiency, customer contact, and ultimately overall sales performance. Estimated financial impact \$0.85 million.
- Team Leader of Sales Administration Project. Re-engineered key business processes to improve cost effectiveness of sales and support activities. Resulted in cost savings of \$4.5 million.
- Conducted TeleSales reengineering study to improve business results. Resulted in minimum cost savings of \$0.2 million.
- President’s status letter, senior executive reports and presentations
- Progressive promotions with first position of customer service representative

VOLUNTEER EXPERIENCE:

Caseworker III & Interim Director, Navy-Marine Corps Relief Society, 2008-2009

President of Board, Episcopal Day School, 2006

Vice President of Board, Lamar County Chapter of the American Red Cross, 2004-2005

Key Volunteer Coordinator for USMC Reserves, 3/24, 1999-2001

EDUCATION AND TRAINING

Ph.D., in progress, Educational Psychology, Texas A&M University - Commerce (*Psi Chi International Honor Society*)

M.S., Counseling, Texas A&M University-Commerce (*National Society of Leadership and Success*)

M.B.A., Texas A&M University-Commerce (*Beta Gamma Sigma*)

B.B.A., University of Iowa (Human Resources)

B.S., University of Iowa (Psychology)

Mediation and Dispute Resolution Certification