

**GREGORY M. CAMPBELL**  
**16474 GATEHOUSE DR.**  
**WOODHAVEN, MI 48183**  
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## **SYNOPSIS**

College graduate with a Master's Degree in Management and Supervision. Major areas of study were Business, Human Resources, Training, and Organizational Behavior and Change.

Diversified business experience (33 years) in leadership positions involving: directing & leading employees, quality & process improvement, labor relations, strategic planning, call center operations, change agent, training, career planning, project management and team development.

Retired from AT&T in 2004 and started new career in education (primary focus – teacher, guidance, behavioral problems, career planning and working with autistic students, both contained and mainstreamed).

## **WORK EXPERIENCES:**

### **CABRINI SCHOOL SYSTEM**

2008      Dream Mentor Program – Grades 8 -12  
to         Dean of Students – Grades 6 – 8  
Present   Girls Asst. Basketball Coach (Fresh – Varsity)

### **WYANDOTTE PUBLIC SCHOOLS**

2005      Special Education Paraprofessional teaching and working with students in  
to         grades 1- 12. Also worked summer sessions with the more severely disabled/autistic young  
2008      adults. – Certified in Crisis Prevention and First Aide.

General Education Substitute teacher in grades K-12. Subjects taught – Computers, World History, Elem Math, Soc Studies, Reading & Writing, Current Events, Earth Science, Bus Mgt, Economics and Marketing.

### **AT&T LOCAL SERVICES**

1999      District Manager – Process & Technical Mgt. Group responsible for strategic quality  
to         planning, training effectiveness, culture change, performance excellence, process  
2004      improvement, special projects, and quality & technical system assessments.

### **COREON**

1998      National Quality Director for Start-up Company that improved back-office procedures and  
to         communications. Responsible for all Process and Quality issues including Customer  
1999      Satisfaction/Service and Methods and Procedures..

## TELEPORT COMMUNICATIONS GROUP (TCG)

1997 National Quality Director responsible for strategic quality planning, employee  
to performance excellence, recruitment & selection, customer call center  
1998 operations, operational process improvements, quality system assessments and  
ISO 9002 implementation.

## AMERITECH

1978 Quality Director/Manager for the Customer Operations Department  
to in the role of Methods and Procedures, Quality Systems Assessor and Process Leader  
1997 improving cycle time and customer satisfaction. Over 10 years experience in Human  
Resource Management (Training, Employee Counseling, Labor/Employee Relations,  
Recruitment and Payroll (Benefits, Taxes and Vouchers).

## CENTRAL MICHIGAN UNIVERSITY

1988 Part-Time Instructor approved to teach Human Resource Management,  
to Organizational Behavior and Change, Quality Management & Business  
1997 Management.

## UNITED STATES ARMY

1972 - 1975 Combat Medical Specialist.

## **EDUCATION:**

Wyandotte Public Schools, 2005 – 2008. Attended 10 Seminars on Autism, In-  
House Training (behavioral problems), Writing and Phonics.

Madonna University, 2005 – Present, Currently enrolled in Early Child  
Development (Bachelor of Science Degree) Program. Course Work Completed  
(Practicum Not Scheduled).

Madonna University, 1997. Masters Certificate in Systems Approach to Quality.

Central Michigan University, 1980-1982. M.A. in Management and Supervision  
with concern in Personnel.

Detroit College of Business, 1978 –1980. B.S. in Business Management.

Detroit College of Business, 1976 - 1978. A. S. in General Management.

Holder of 10+ Professional Certifications in Quality & Process Improvement

AT&T and Ameritech, 1978 - 2003. Numerous training classes (60+) in Total  
Quality Leadership, Six Sigma, Human Resources, Microsoft PC Software,  
Accounting/Finance Methods and Procedures, Leadership Development and  
many others for Self-Development.

U.S. Army Medical School, Ft. Sam Houston, Texas, 1972 -1973.

Southgate High School, Southgate, MI.