

JEANNE E. DORLE, PMP, PgMP, Ph.D., J.D., CDA

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SUMMARY

Educator, Fulbright scholar and action-oriented senior manager with an exceptional combination of leadership, communication and technology skills. Effective consensus builder and change-agent. Demonstrated ability to implement enterprise project management frameworks and create portfolios of strategic projects in global organizations. Leader in mentoring managers, bringing divergent cultures together and building high performing, geographically distributed, cross-functional project teams. Consultant and trainer to organizations in the United States, Canada, Mexico, England, Scotland, France, Poland and Australia. Specialist in developing and delivering blended and online synchronous and asynchronous programs for adult learners in academic and corporate environments.

PROFESSIONAL EXPERIENCE

J.D. MANAGEMENT SOLUTIONS	2007-Present
President	
Consultant and trainer to organizations in the United States, Canada, Mexico, England, Scotland, France, Poland and Australia	
Online Instructor at CertWise™ by Holmes Corporation	2016-Present
UNIVERSITY OF WISCONSIN AT PLATTEVILLE	2015-Present
Faculty in the MSPM Program	
WALDEN UNIVERSITY	
Contributing Faculty and Mentor in the MSPM Programs	2014-Present
Lead Faculty for Project Scheduling	
Walden Fulbright Chapter Advisory Board Member	2019-Present
VOTING MEMBER & SUBJECT MATTER EXPERT	2019-Present
ANSI Accredited U.S. Technical Advisory Group to ISO Technical Committee 258	
Project, Program and Portfolio Management	
LAUREATE EDUCATION INC. — Baltimore, MD	2010-2014
Director of Program Design	2011-2014
Design, development and implementation of online and blended graduate programs for institutional partners in the U.S and U.K. using multi-disciplinary global teams.	
Senior Course Developer, Course Developer	2010-2011
WESTERN CAROLINA UNIVERSITY — Cullowhee NC	
Member of the Teaching Faculty - Project Manager Graduate Programs	2002-2010
Director of the Graduate Programs in Project Management	2004-2009
• Appha Kappa Psi Student Choice Award for Professor of the Year	2004
• Chancellors Distinguished Services to Students Award	2006
UNIVERSITÉ du QUÉBEC en OUTAOUAIS – Gatineau (Québec) Canada	
UQ-Fulbright Research Chair in Project Management	2005-2006
Professieur Associé	2006-2008
ESI International	2002-2010
Senior Training Consultant	
Deliver basic and advanced project management training courses in public and corporate sessions. Areas of specialization include quality management, business analysis and user requirements, managing IT projects and business object oriented modeling.	
PROGRAM PLANNING PROFESSIONALS — New York NY	1999-2002
Account Manager	
Directed consulting engagements for financial services and pharmaceutical clients in New York, Massachusetts and Connecticut. Focused on delivering strategic and tactical solutions to managing portfolios of complex projects, building project offices, digital dashboards and transferring skills necessary for clients to effectively manage projects in geographically distributed organizations using global matrix teams.	

WEST GROUP - West Publishing Company — Eagan MN **1989-1999**
Director of Program Management Services 1997-1999
 Structured program management organization and technology infrastructure in record time to ensure that 350 software development staff focused on strategic development projects. Recruited and supervised team of four experienced technology program managers and five technical consultants based in New York and Minnesota.

- Led fifteen-member team of technology and business managers through development and approval of a seven-phase project management methodology framework. Documented the resulting methodology in Desk Reference Guide available on the Intranet. Created web-based repository of project templates, virtual project notebooks and best practices.

Director & Manager of Technical Support Services **1993-1999**
 Built customer focused, metrics-based help desk operation serving more than 2000 lawyers and production support staff. Merged 20 Minnesota technical support specialists with 12 help desk staff from 3 separate legal publishing companies to form single virtual organization with teams in New York, Ohio, Illinois and Minnesota.

- Built strong stable teams by mentoring managers and support specialists with stretch assignments, personalized career development planning, customized training opportunities and open communication. This people-focused approach resulted in a 90% retention rate for five consecutive years.

Director & Manager Electronic Product Testing Services **1993-1997**
 Recruited and directed cross-functional team of 15 attorneys and quality assurance professionals responsible for testing all West Group electronic products. Worked with development and production staff to resolve problems with new product designs, prevent problems from recurring and incorporate testing procedures early in the production cycle. Provided product/marketing managers monthly performance and quality benchmark reports.

- Created state-of-the-art testing/usability lab emulating law office computing and networking environments. Established workflow management system that optimized use of testing facilities and enabled testing electronic products from three newly merged legal publishing companies, increasing the number of products tested by 63% (from 3000 to 4900 CD-ROM products per year) without increasing staff.

Lead Online Interface Designer - WESTLAW Research & Development **1989-1992**
 Developed new product designs and prototypes for PC-based legal research products.

UNIVERSITY OF MINNESOTA — Minneapolis, MN **1989-1991**
Adjunct Professor - Graduate School
 Taught graduate courses on effective utilization of instructional technology to elementary and secondary teachers working in the Department of Defense schools in the Philippines and Japan.

ROBINS, KAPLAN, MILLER & CIERSI — Minneapolis MN **1987-1989**
Attorney - Litigation

EDUCATIONAL LEADERSHIP POSITIONS – Roseville MN **1977-1986**

EDUCATION

WILLIAM MITCHELL COLLEGE OF LAW, St. Paul, MN
 J.D. Admitted to Minnesota Bar & Federal District Court

UNIVERSITY OF MINNESOTA, Minneapolis, MN
 Ph.D. in Educational Administration
 M.A. & B.S. with Distinction in Speech Pathology

PROFESSIONAL AFFILIATIONS

- Member, Project Management Institute (PMI)
- Member, International Project Management Association
- Member, Disciplined Agile Consortium,

PROFESSIONAL CERTIFICATIONS

Certified Disciplined Agilist (CDA) Project Management Institute (PMI), Newton Square, PA (2020) (Current through 2021)

PgMP (Program Management Professional) Program Management Professional Certification, Project Management Institute (PMI), Newton Square, PA 2008 (Current through 2023)

PMI OPM3 Certified Assessor & Consultant	Project Management Institute and Det Norske Veritas Certificate of Competence as OPM3 (Organizational Project Management Maturity Model) Assessor (2006) Project Management Institute and Det Norske Veritas Certificate of Competence as OPM3 (Organizational Project Management Maturity Model) Consultant (2006)
PMP (Project Management Professional)	Project Management Profession Certification, Project Management Institute (PMI), Newton Square, PA (2000) (Current through 2023)
Certified Level 2 Trainer & Consultant	Hermann Brain Dominance Institute, Lake Lure, NC (2006)
Register of Certified KAI Users	Kirton Adaption-Innovation Theory and Inventory Certificate, Occupational Research Centre, Hertfordshire, UK (2005)
Certificate	Advanced Corporate Online Instruction, New York University, School of Continuing & Professional Studies, New York, NY (2002)
Certified Trainer	Creating Successful Projects, Martin Training Associates, Cincinnati, OH (2000)

PROFESSIONAL PRESENTATIONS

Cultivating Personal Learning Networks: Introducing the Power of Social Capital to Graduate Students in Business. Paper presented at the Sloan-C 6th Annual International Symposium: Emerging Technologies for Online Learning, April 2013.

Supporting Learner Effectiveness: Latinos, Veterans, and Other Marginalized Populations. Professional Development Workshop presented at the Academy of Management Annual Conference, August 2012.

Embedding a Focus on Communication Skills Throughout the Online Project Management Graduate Curriculum at Western Carolina University. Paper presented at the Project Management Institute's Global Accreditation Center's Academic Forum, October 2008.

Outcome-Based Program Assessment: The Journey from Indirect to Direct Measures of Program Performance. Paper presented at the Digital Sharing Workshop, Western Carolina University, September 2008.

The Project Manager as a Problem Solving Leader: Impact of Cognitive Style on Managing a Project. Paper presented at the Séminaires de Recherche, Université du Québec en Outaouais, May 2006.

Quality Assurance for Online Programs - Why Do It? How to Do It? Perspectives from an Online Graduate Program in Project Management. Paper presented at the UNC Teaching & Learning With Technology Conference, March 2006.

A Rubric for Evaluating Your Online Instruction, Presentation at the SOTL (Scholarship of Teaching and Learning) Conference, sponsored by the Western Carolina University Faculty Center, February 2005.

Whole Brain Approach to Leading Project Teams. Presentation at the 2004 Professional Development Day of the Metrolina Chapter of the Project Management Institute, November 2004.

Aligning Project to Strategic Objectives – The Organization Maturity Turtle. Short Course presented to the Metrolina Chapter of the Project Management Institute, August 2004.

Focusing on Thinking Styles to Improve Effectiveness of Virtual Teams of Project Managers Enrolled in a Distance Education Master's Degree Program. Presentation at THINC -The Herrmann International Network Conference in June 2004.

A Visual Approach to Project Planning. Presentation to the Microsoft Project Users Group (MPUG) meeting in Charlotte, North Carolina, October 2003.

Certificates, Degrees & PMPs: What's Right for You? Presentation at the EdSIG Annual Business Meeting, PMI North American Global Congress, September 2003.

Improving Project Team Collaboration by Understanding Their Thinking Styles. Presentation to the Metrolina Chapter of the Project Management Institute on April 2003.