

JACQUELINE MOORE C.V.

1921 Scarlett Avenue, North Port, FL 34289 | H: 941.257.8192 | C: 941.223.1609 |
Jacqueline@moorefornorthport.com
www.moorefornorthport.com

PROFESSIONAL SUMMARY

Creative and seasoned corporate professional, small business principal, community supporter, consultant, coach, and mentor. Recognized leader and contributor focused on high performance outcomes, adaptability and growth of people, and a systematic approach to achieving interpersonal and business success in diverse environments. Extensive background in

- Telecommunications including domestic and international operations
- Organization development areas of transformational learning, change management, coaching, leadership, service, sales and performance improvement
- Small Business management

CORE QUALIFICATIONS

Communication
Results-oriented
Organization and Planning
General Management
Service-mindedness

Performance and Process Improvement
Cultural Competence
Interpersonal Competence
Professionalism
Balanced *Business – People* Approach

PROFESSIONAL EXPERIENCE

2002 – Present

The Power & Light Company, LLC

1/2002 to Present –
Founder and President,
The Power & Light
Company, LLC

The Power & Light Company focuses on nurturing and activating the latent and emerging potential of people and organizations. Typical areas of focus include consulting, leadership development, strategic planning, project management, assessment, coaching, training, and non-profit capacity-building.

1969 – 2001

NY Tel. & Tel., Pacific Bell, BellSouth, BellSouth International

10/2000 to 12/2001 –
Customer Markets
Operations Manager –
Core Marketing

Design, planning and integration of change and communication processes across BellSouth Marketing entities.

7/1998 to 9/2000 –
Staff Operations
Manager – HQ
Collections – Regional

Leadership Consultant responsible for innovative processes and systems that increased associates' capacity to create success for customers, themselves and the enterprise at BellSouth Telecommunications, Inc.

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- 6/1997 to 6/1998 – State Consultant (Florida)** Responsible for increasing performance, improving processes, coaching and personnel development services to Small Business Sales & Service leadership at BellSouth Telecommunications, Inc.
- 1/1996 to 6/1997 – Change Management & Org Development Consultant in Consumer Services** Responsible for leading strategic change management project whose goals were to build project team mastery through consulting and providing education and coaching that led to renewed levels of productivity in BellSouth Telecommunications, Inc.
- 1/1995 to 12/1995 – Curriculum Manager, BellSouth Leadership Institute** Responsible for building the skills of company leaders and making improvements in service, customer relations, navigating transitions, and The Seven Habits of Highly Effective People in BellSouth Telecommunications, Inc.
- 1/1991 to 12/1994 – Organization Development Consultant & Total Quality Management Team Lead** Provided consultation and education on Total Quality Management throughout BellSouth International HQ and to international partners in Central and South America and Europe at BellSouth Enterprises and BellSouth International. Designed and implemented a program on wireless planning and operations for Spanish telecommunications partners under the auspices of the D.C.-based United States Telecommunications Training Institute (USTTI).
- 2/1969 to 12/1990** Entry level through management positions in BellSouth Services-IT, Southern Bell Corporate Planning and Network, New York and Pacific Telephone Companies in New York City, Los Angeles, Key West, Miami, and Atlanta.

EDUCATION – PSYCHOLOGY, COMMUNICATION, METAPHYSICS

University of Metaphysical Sciences, Arcata, CA, Bachelor of Metaphysical Sciences – 2012

Oglethorpe University, Atlanta, Georgia – 1995 / 1996

Georgia State University, Atlanta, Georgia – 1990 / 1991 (Dean’s List)

Kennesaw State University, Kennesaw, Georgia – 1989

Florida Keys Community College, Key West, Florida – 1972 / 1975 (Dean’s List)

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PROFESSIONAL CERTIFICATIONS AND OTHER EXPERIENCE

Certifications

- Personal Resilience, Atlanta, GA (2012 – Present)
- Korn Ferry Voices 360 Feedback and Interpretation, Saint Louis Park, MN (2012 – Present)
- Results Based Accountability, Sarasota, FL (2012)
- Korn Ferry Leadership Architect, Saint Louis Park, MN (2010 – Present)
- Gulf Coast Community Foundation, Venice, FL
 - Civility Consultant (2010 – Present)
 - Building Better Boards/I3 (2010 – Present)
- The Birkman Method®, Houston, TX (2009 – Present)
- Level III Change Management Consulting, Atlanta, GA (1995)
- The Seven Habits of Highly Effective People, Atlanta, GA (1994)
- Methods Development System, Atlanta, GA (1994)
- Performance Improvement Analysis Methodologies, Atlanta, GA (1980)

Other Experience

- Sarasota County Human Services Advisory Council, Sarasota, FL (2010-2012)
- Achievements Learning Center Kick-off, North Port, FL (2012)
- Vision Session with ROI Media, North Port, FL (2012)
- SW Florida YMCA *Active For Life* Research Project, Venice, FL (2010)
- Executive Dynamics – Gestalt International Study Center, Wellfleet, MA (2010)
- The School for The Work, Los Angeles, CA (2007, 2009)
- North Port Leadership Institute, North Port, FL (2006)
- World Quality Congress , Copenhagen, Denmark (1994)

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Other Experience – continued

- Fluent in Conversational Spanish
- Capacity-building Projects with non-profits:
 - Vision North Port Board of Directors (North Port, FL 2012)
 - North Port EDC Board of Directors (North Port, FL 2012)
 - Village On The Isle Board of Directors (Venice, FL 2011)
 - Charlotte County Young Professionals Board of Directors (Port Charlotte, FL 2009)
 - Community Care Clinic Board of Directors (Outer Banks, NC 2008)
 - Englewood Sailing Association, Inc. Organizational Retreat (Englewood, FL 2008)
 - HealthReach Clinic Board of Directors (Mooresville, NC 2007)
 - Unity Church of Peace Board of Directors (Port Charlotte, FL 2007)

PARTIAL CLIENT LIST

| | | |
|----------------------|------------------|-----------------------|
| AT&T | Simplex Grinnell | BellSouth DSL |
| South County Y | Sarasota County | Village On The Isle |
| Achievements Academy | ROI Media | North Port EDC |
| Vision North Port | CCYP | Unity Church of Peace |

VOLUNTEER AFFILIATIONS

Atlanta Union Mission for Women

Project Read, Inc.

Georgia Partnership for Excellence in Education

Spanish Tutor to colleagues and students

Children’s Restoration Network

The Dolphin Project

Vision North Port

Englewood Sailing, Inc.