Janet L. Wilson

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| --- | --- |
| **OBJECTIVE:** | To work in a position for an evolving organization that will best utilize my previous business experience while providing the opportunity to enhance my skills in the academic arena affecting Program/School needs, strategic partnering, operational expertise, and managing diversity. |
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| **PROFILE:** | Proven record of working well with others, managing multiple functions concurrently in stressful environments and a demonstrated eagerness for learning new skills. Strong manager in global marketplace encompassing sales, marketing, operations, contract negotiations, infrastructure, and interpersonal skills. |

**AREAS OF SPECIAL COMPETENCIES:**

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| *COORDINATION/*  *COLLABORATION* | * Assist Program Coordinators in scheduling classes, * Manage all personnel appointments, maintain budget, planning and purchasing for all School supplies * Administer interview process for all new students requesting Major/Minor status in School, incorporating university and specific Program coursework expectations * Support over ninety full and part time Professors – acquire texts, schedule appointments, create documents, copy and edit information, create and compile student evaluations, provide ongoing communication and training * Acted as focal point for pre/post sales activity worldwide for international product requirements, resolution of export/import issues, international marketing and promotions introducing leading edge technology products |
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| NEGOTIATION | * Interface successfully with academic and University departments to achieve School of Communication and Media objectives * Advised, coached, and arbitrated negotiation of International Reseller and Direct Sale contracts for major telecommunications corporations * Contracted for products and services with internal and external vendors for thirty-five international customer events in eighteen months |
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| *PLANNING &*  *ORGANIZING* | * Created database for all students in School of Communication and Media Major/Minor, Professors, Alumni, potential Professors, and Graduate Students * Arrange and support student, parent, faculty and School events * Initiated and trained Student Assistants, part-time employees and support personnel on policies and programs to support the School * Directed plan to enter worldwide market with new technology, exceeding goal of five countries by 260% in first year * Designed and implemented International Customer Events program including trade shows, seminars, visits, training of staff, and coordinated transportation of products to all events in conjunction with other AT&T business units |
|  |  |
| PROBLEM SOLVING | * Developed new processes for department enabling Chair to request additional faculty * Automated methods for record keeping and communication saving postage costs for department * Designed and implemented new methodology for electronic student evaluations procedures * Determined migration path/processes for companies purchased by Lucent Technologies for full integration of all operational processes |

**Janet L. Wilson**

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## PROFESSIONAL EXPERIENCE

*MONTCLAIR STATE UNIVERSITY,* Montclair, NJ (2002-Present)

**Administrative Assistant II** – **School of Communication and Media** (2012 -)

**Administrative Assistant II- Dept of Communication Studies** (2007-2012)

**Adjunct Instructor – New Student Experience** (2010-Present)

**Secretary Assistant II – Dept of Communication Studies** (2002-2007)

*GLOBAL CROSSING,* Madison, NJ (2001-2002)

**Global Process Development Manager**

*AVAYA INC.,* Basking Ridge, NJ (2000-2001)

**Team Leader - Integration International SAP Conversion**

*LUCENT TECHNOLOGIES,* Basking Ridge, NJ (1996-2000)

**Project Manager-CSC Conversion Team-**Assigned to Waterloo, Belgium

**International Operations Business Manager**

**Solution Delivery Process Specialist**

**Indirect Channel Program Manager**

**Business Development Manager – Asia Pacific**

*AT&T IMAGE SOLUTIONS,* Piscataway, NJ (1992-1995)

**International Director – Product Offer Manager**

*AT&T COMPUTER SYSTEMS-INTERNATIONAL,* Morris Plains, NJ (1987-1992)

**NCR/Computer Systems Transition Team**

**Channel Manager – Asia Pacific Region**

**Manager International Customer Events**

*AT&T INFORMATION SYSTEMS,* Morristown, NJ (1984-1987)

**Sales Support Manager**

**Industry Marketing Specialist – Retail Market**

**Task Force Manager – Merger of Business Units**

*AMERICAN BELL INC.,* Des Moines, IA (1983-1984)

**Account Executive – Retail Industry Consultant**

## PROFESSIONAL AWARDS & ASSOCIATIONS

* Alpha Epsilon Lambda Honor Society of MSU Graduate School (2007)
* Phi Kappa Phi Honor Society (2007)
  + - Golden Key International Honor Society (2004)
    - International Association of Administrative Professionals (2004)
    - Theta Alpha Phi Honor Society (2004)
    - Lambda Pi Eta Honor Society (2003)
    - Chair, Boonton Township TownClub Gourmet Club (2001- Present)
    - Biennial World of Women Award, Diocese of Newark (2000)
    - President’s Award- Lucent Technologies (1998, 1999, 2000)
    - Women in Lucent Leadership (1998-2000)
    - President, Board member St. Peter’s Episcopal Church Women (1992-2001)

**EDUCATION:**

*Montclair State University*, Montclair, NJ (2002-2007)

M.A. Social Sciences-History Concentration, B.A. History

*Drake University*, Des Moines, IA (1981-1983)

Business & Contract Law

*University of Wisconsin-Milwaukee*, Milwaukee, WI (1962-1965)

Major in Education - History

*AT&T/Lucent* - Product, Sales, Management, and Global Mini-MBA Training (1965-2000)