

Margaret Wright Purvine

Snohomish, WA 98290

(425) 918-1910 office / (206) 972-5148 cellular

Email: margaret@nextstepsolutions.com

Website: www.nextstepsolutions.com

Blog: www.businessinwashington.com

SUMMARY

Successful manager and consultant with broad background and a wide variety of skills. Experience ranges from the technical (large computer system implementation, software system trouble shooting, PCs and networks) and organizational (organization structure, project management, facilitation) to personnel (first-line management, sales, customer relationship management, non-profit board leadership). Demonstrated ability to juggle multiple projects, organize tasks large and small, and bring people together to get things done. Extensive and diverse teaching experience. Strengths include people management, team building and project management, meeting facilitation, group leadership, teaching, and writing.

KEY SKILLS & QUALIFICATIONS

Personnel Management and Team Building
Project Management
Writing
Meeting and Planning Session Facilitation

Group Leadership
Strategic Planning
Speaking & Teaching
Web Site Development and Blogging

CAREER HISTORY & ACCOMPLISHMENTS

OWNER & PRINCIPAL

Next Step Solutions, Inc., Snohomish, WA: 2001 - Present

Business operations and management consultant, speaker and author. Consulting practice focused on small businesses in Western Washington, specifically to address the internal operational and management roadblocks holding them back. Worked with clients to address issues and position them for growth.

- As a business consultant, directed a team of clients to identify and address numerous long-standing computer-related issues. Acting as Facilitator & Project Manager, helped the team define the problems, then develop and execute a plan to fix them. The project was completed successfully and user survey results were excellent.
- Guided clients through critical planning processes, including strategic planning.
- Provided direction to clients as they reorganized and expanded staff. Helped them create the management structure necessary to handle their growth, both current and anticipated.
- Helped clients address and resolve personnel issues, including those in family-owned companies.
- Worked with partner to distill decades of experience into several training programs, including "12 Steps to Business Operational Excellence" and "The Purpose-Driven Business". Taught seminars several times in the Seattle area.
- Authored numerous business articles published on current company web site and in the local business press, including the Puget Sound Business Journal and the Snohomish County Business Journal. Wrote a regular column for the Puget Sound Business Journal. Extensive writing experience for various employers and clients, with emphasis on sales and marketing documents, customer communications, training materials, presentations and web copy.
- Working with business partner and graphic designer, designed and developed a web site for a business consulting company - www.nextstepsolutions.com. Wrote all copy for site. Currently handling all maintenance and updates to site as Webmaster. Also manage and write the company blog - businessinwashington.com.

SENIOR ACCOUNT MANAGER

Tivoli Systems, Inc. (an IBM company), Seattle, WA: 1997 - 2001

Provided post-sales support for customers of this systems management software company. Ensured successful implementations. Managed large accounts in Washington, Oregon, California, and Utah.

- As one of the first Tivoli account managers hired in late 1997, helped develop and enhance the account manager job within Tivoli. Took a lead role on several task forces developing new procedures and tools to enhance the account management job and make the account management team more effective in achieving the goals of customer satisfaction, successful deployments, customer references and follow-on business.

ACCOUNT EXECUTIVE

Western Data Corporation, Bellevue, WA: 1995 - 1997

Marketed consulting services to diverse customer set in Western Washington. Succeeded in placing numerous technical professionals in both contract and permanent positions, exceeding quota and establishing several new accounts. Also acted as technical resource to colleagues, assisting them with computer questions and problems.

REALTOR

Coldwell Banker Bain Associates, Edmonds, WA: 1994 - 1997

SALES ASSOCIATE

MacPherson's Real Estate, Inc., Seattle, WA: 1993 - 1994

Handled residential sales and listings in King and Snohomish counties. Also established a computer consulting practice geared to the needs of real estate professionals. Provided consulting, trouble shooting, and training to agents.

MANAGER AND SYSTEMS ENGINEER

IBM, Seattle, WA; Dallas, TX; Phoenix, AZ; Dearborn, MI: 1978 – 1993

Held a wide variety of positions with IBM, beginning as a Systems Engineer and progressing to Advisory Instructor, Systems Engineering Manager, Senior Systems Engineer and Client Support Strategist. Worked with large and mid-range computer systems and customers in industries ranging from schools and hospitals to hotels, media, shipping and transportation.

- Managed the IBM technical project team in the successful implementation of a major new data center for a large, international shipping firm, resulting in a highly satisfied customer and \$9 million in revenue to IBM.
- As Project Manager, led a team of 15 in the development of a major, lab-intensive technical course for new IBM Systems Engineers. Total curriculum developed during this project included an 8-week self study course (nearly 2,000 pages of text) and a 4 week classroom lab course. Working with severe time and resource constraints, designed, co-authored, managed and taught the new Midrange Systems Implementation course, both in the U.S. and in England. Results included several hundred trained systems engineers, an Instructor's Award and a promotion to management.
- Facilitated numerous planning sessions for customers as well as IBM'ers. In demand as a facilitator and regularly requested by customers.
- Established an award-winning partnership between IBM and Asa Mercer Middle School, through the auspices of Partners In Public Education (PIPE). Working with a faculty member, designed, developed and implemented a tutoring/mentoring program, resulting in measurable student grade improvements and enhanced IBM employee morale. Received IBM Community Service Award.
- As a Systems Engineering Manager, counseled numerous employees on performance and career development, resulting in many significant promotions and awards for employees ranging from small "Thank You" awards to a \$250,000 "Suggestion" award. Received consistently high survey ratings from employees.

TEACHER & MUSICIAN

Southeastern Michigan: 1974 - 1978

Taught music privately, in the public schools, and at the University of Michigan. Performed with many different orchestras, choirs and other ensembles in Michigan and, in more recent years, in Phoenix, Dallas, and many in the Seattle area.

COMMUNITY SERVICE & PROFESSIONAL AFFILIATIONS

Charter Member, BizEnrich	2009 - Present
Board Member and 2009 President, Women Business Owners	2008 - 2010
Board of Directors, Seattle Pro Musica	1999 - 2001
Treasurer and Council Member at Large, Seattle Symphony Chorale	1990 - 1996
Board Member and Vice President, Orchestra Seattle/Seattle Chamber Singers	1992 - 1995
Coordinator, IBM Community Service Activities in Seattle	1988 - 1991

EDUCATION

B.Mus. 1973, with Distinction; M.Mus. 1975, University of Michigan
Provisional Teachers Certificate, State of Michigan

IBM Basic Marketing Education, 15 months of marketing/technical classes and on-the-job training
IBM Technical Education, 1,000+ hours (Large and Midrange Computer Hardware and Systems Software)
IBM Management Training, 400+ hours, including New Manager School, Situational Leadership, Technical Management and Transformational Leadership
Tivoli Sales School, Account Manager Training, various product classes

Ongoing professional education: Blogging for Business; AWAI – Copywriting, SEO; NWEN Entrepreneur University; Client Seduction – Marketing Workshop; Emergency Response Planning; Facilitation4Results; Profit Mastery; Business Computer Classes - Windows, MS Office, Photoshop, Dreamweaver, HTML, QuickBooks

Technical skills: MS Office, Dreamweaver, HTML, Acrobat, Photoshop, QuickBooks, Wordpress