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# JENNIFER M. PATTEN

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## PROFESSIONAL SUMMARY

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Accomplished and creative Automotive Executive Manager possessing multifaceted experience and proven ability to energize and structure organizations, develop strategic initiatives and capture emerging business opportunities. Results-oriented, decisive leader adept at forging lucrative relationships with key partners, vendors and clients. Looking to utilize these skills to inspire and lead a new generation of leaders.

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## WORK HISTORY

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### **Executive Coach, 2020 to Current**

### **Paradigm Shift – Midland, MI**

Coaching Executive level managers through creating strategic plans, putting the right people in place with an effective process that is managed with accountability and KPI tracking.

### **Professor and Advisor, 2020 to Current**

### **Northwood University – Midland, MI**

Director of Automotive Technologies was the first role as a professor. This evolved into project management in the automotive program and working closely with the Chair to execute visions of the department.

### **Owner, 06/2009 to Current**

### **AutoNetTools – Freeland, MI**

Built a thriving automotive video and photography service that exceeds over a million dollars in yearly sales. Success can be attributed to a service before profit value system combined with putting the right people and processes in place to meet those expectations. Sold the merchandising portion in 2023.

### **General Manager, 09/2006 to 06/2009**

### **Garber Automotive – Saginaw, MI**

Exceeded previous sales and profit records during challenging economic conditions. Success can be attributed to making the customer experience the main focus in every decision. In addition, vendors and employees were treated as valuably as the customer. This created a cohesive team that worked together to achieve the same goals.

### **Automotive Related Experience, 05/1997 to 09/2006**

### **Washington & Michigan**

Held various positions in automotive such as Autotrader.com, JM&A and various dealerships. Each position was chosen to gain additional experience in the automotive industry to further real-world education of the industry.

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## EDUCATION

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**Bachelor of Arts:** Automotive Marketing Management, 1998

**Northwood University** - Midland, MI Graduated with Honors and Awards