



Annette Miller, MBA

(972) 556-5722 ✨ amiller@lifesyncleadership.com

Business leader with MBA and over three decades experience in working with over 50 organizations in leadership, consulting and coaching roles. Seeking position as Interim Executive Director for small nonprofit organization. Strategic leader, innovative problem-solver, analytical and data-driven. *Advanced Certified Birkman Consultant* with high emotional intelligence adapts well to various personality types and roles from executives to front line staff. Passionately lives out personal mission statement to “release human potential” and improve societal well-being through serving in a nonprofit strategically focused on human services or mental well-being.

PROFESSIONAL SUMMARY

Organizations Served by Industry

- Nonprofit: 8
- Education: 12
- Business: 16
- Training/Coaching: 5
- Healthcare: 10
- Associations: 6

Roles

- Leadership
 - Vice President of Operations
 - Chief of Staff
 - Director of Operations
- *Advanced Birkman Certified Consultant*
 - The Birkman Method remains a preferred instrument to better understand interpersonal dynamics and achieve higher performance through positive psychology. It is used widely in the fields of career coaching, leadership development, human resources management, and organizational design.
- Executive and Life Coach and behavioral styles consultant
 - 175 individual interpretative sessions for the advanced Birkman assessment, Extended DISC assessment and/or executive/life coaching
 - 200 individuals received group interpretative sessions for the advanced Birkman assessment
- Association leadership
 - Vice President of Technology
 - Editor
 - Secretary
 - Executive Board of Directors Member
 - Chapter Founder
 - Leadership Council Chair

ADVANCED SKILLS AND COMPETENCIES

STRATEGIC LEADERSHIP

- Monitor all activities and environment with an eye toward gaps and opportunities, create strategies for success
- Conduct strategic planning and implementation, build mission/vision statements
- Guide strategic decisions using strong business acumen
- Strengthen and build relationships internally and externally
- Ensure mission/strategic plan compliance in operations

BOARD RELATIONS

- Present thorough yet concise reports on programs, finance and governance
- Support needs of board of directors and executive committee
- Communicate with excellence, clarify needed action items, strengthen relationships
- Assess board performance

STAFF MANAGEMENT

- Manage team members of employees, consultants and volunteers
- Build strong team via recruitment, hiring, onboarding and training
- Inspire excellent performance through coaching, assessing and correcting

OPERATIONS MANAGEMENT

- Administrate programs, lead in program strategic planning, coordinate training events
- Advise on business development and strategic marketing
- Manage publications of books and CDs
- Administer software programs, select efficient tools, convert email system, implement password management software, learn software quickly
- Ensure public content is effective and excellent (website, publications, communications)
- Maintain and update policy and procedure manual, job descriptions

FINANCIAL LEADERSHIP

- Prepare annual budget (< \$500K dollars)
- Monitor expenditures and income regularly, prepare ahead to work within budget
- Guide efficient cost-management strategies
- Manage payroll, accounts receivable, accounts payable
- Report performance and recommendations to board
- Achieve sales, build relationships, earn repeat customers

CHARACTER

- Strategic, innovative, organized
- Confidential, discreet, collaborative
- Efficient, high work capacity, analytical
- Driven by excellence, integrity and DEI values

PROFESSIONAL EXPERIENCE

☀️ LIFESYNC LEADERSHIP, LLC, Flower Mound, Texas President

2002-current

A consulting company committed to supporting leadership excellence in organizations through services including interim executive director, start-up consulting, leadership development coaching and training, and executive coaching. LifeSync Leadership serves nonprofit and for-profit organizations locally in North Texas and across the nation.

Select clients of LifeSync Leadership, LLC

☀️ Pathways to Promise, Kansas City, Missouri

2023-2024

Director of Operations (consultant-to-employee)

A small, 35-year-old national mental health/faith nonprofit that provides certification training for their signature mental health support program and houses an online site for mental health/faith resources.

Strategic Leadership

- Stepped in following resignation of executive director in a consultant role, accepted position as organization's first employee
- Managed and led Operations, Marketing, Finance, Information Technology, Human Resources and Programs, planned and led meetings, followed up, guided staff
- Initiated and co-led strategic planning retreat, metrics were captured for strategic plan monitoring

Operations Management

- Established about 30 policies and procedures using interviews and research to document processes, create procedures and policies, develop job responsibilities lists for departments of Operations, Human Resources, Finance, Programs, Marketing and Information Technology
- Took over as program manager for the certification program, established and led strategic and team meetings (including new executive director, board president and national trainers), helped grow national trainers pool by 300%
- Managed marketing department, hired high performer, created and led content management strategic planning team containing internal and external consultants and volunteers which provided guidance on key initiatives regarding rebranding and newsletters
- Improved quality of communications by creating review process prior to publication
- Improved security and efficiency of password management by consolidating passwords of all users into a software management program, streamlined website change requests, directed effort to consolidate digital assets, directed effort to convert email platform from Microsoft to Google

Staff Management

- Played an important role in strengthening relationships with employees, internal and external consultants, national trainers, board members and VIPs (including foundation and former merger partner)
- Led regular staff meetings
- Hired, trained, corrected and coached personnel performing key work (team <15)

Board Relations

- Prepared reports and managed logistics for annual board retreat; presented regular reports
- Worked closely with board president during his term as interim executive director

Financial Leadership

- Developed criteria for selecting an accountant, interviewed candidates, made final recommendation which was approved by the board
- Onboarded new accountant, established procedures and managed vendor relationship
- Ran payroll, managed accounts receivable and accounts payable
- Conducted cost-analysis for converting book/manual production from external printing company to self-publishing to save money on fulfillment
- Conducted staff analysis and projections for staff positions, salaries for yearly budget
- Prepared annual budget
- Conducted cost-analysis for staffing and registration projections for certification workshops

★ **Confidential Nonprofit, Southwest Executive Coach**

2017-2018, 2022

A highly respected church with large membership in large metropolitan area of the southwest.

Conducted advanced Birkman assessment and interpretative consultation with top candidate for senior pastor

- Prepared analysis of approximately 20 pages and presented findings to Senior Pastor Search Committee
- Reported deep insight into the candidate's leadership and interpersonal style with tangible information for determining whether the potential candidate was a good match for the congregation and staff
- Provided data for understanding the candidate's behavioral style when making the hiring decision

Provided executive coaching sessions with senior pastor

- Provided guidance, insight and data including information from Birkman assessments on staff used for day-to-day and strategic leadership decisions.

★ **Dan McGee Associates, Inc., Arlington, Texas Vice President of Operations/Leadership Consultant**

2008-2020

Organization providing leadership consulting, certification training and counseling services management for non-profits as well as published books and CDs.

- Managed operations and training/speaking events locally and out of town
- Represented CEO for negotiations with noted psychologist of Johns Hopkins University School of Medicine regarding adaptation and use of his assessment
- Co-developer of strategic plans
- Coordinated publication of books and CDs
- Managed subsidy budget with monthly reporting and analysis
- Managed two website development projects: content, layout, managing vendors
- Helped build strong company reputation with clients and community
- Co-facilitated trainings with top university leaders and certification of facilitators
- Served with co-creator of “BGCT Leader Report” and “BGCT Leadership Styles™ Report” based on The Birkman Method

Additional clients of LifeSync Leadership, LLC

Mental Wellness Interfaith Alliance of North Texas, Dallas, Texas

2023-2024

Chief of Staff/Volunteer

A four-year-old start up with aspirations to form a mental health/faith organization.

- Developed website, strategic ideas, mission/vision statements and newsletter format
- Established online digital document storage system, developed marketing materials and visuals for meetings
- Co-led meetings, drafted membership interest packet, set up bank account

Confidential, Nonprofit Operations Consultant

2023

Small national nonprofit with budget of <\$500,000.

- Created and received approval for funds allocation plan
- Led in conversion of all finances for one year to new plan to ensure compliance with grants and accountability to foundations

St. Luke Community United Methodist Church, Dallas, Texas

2023

Marketing Consultant for Mental Health Ministry

Well-respected church with large, dynamic mental health ministry providing monthly webinars, annual conference and training for volunteers.

- Led logo concept development workshop, outcomes included clarification of design elements and concepts
- Provided website development consulting and designed layout draft

Dallas Bethlehem Center, Dallas, Texas

2023

Operations Consultant

Small nonprofit providing early childhood programming and afterschool and summer programming as well as a robust weekly food distribution program.

- Worked with Chair of Board of Directors to create and conduct survey, make recommendations for schedule for board meetings for the year

Corbett Consulting Group, Houston, Texas

2014-2017

Subcontractor, Advanced Birkman Certified Consultant

Boutique consulting firm providing team building, executive coaching and online learning, often based on The Birkman Method. Led by top-rated Birkman trainer.

- Conducted advanced Birkman assessment interpretations to individual managers from:
 - Memorial Hermann (health system), Houston, Texas
 - Houston Methodist (health system), Houston, Texas
 - Southwestern Energy Company, Houston, Texas



Southwestern Assemblies of God University, Waxahachie, Texas 2017
Harrison Graduate School – Masters in Organizational Leadership
Leadership Development Consultant
Private religious university with student enrollment of approximately 3,200 providing undergraduate, graduate and doctoral degrees.

- Developed and facilitated 11 Session Workshop for graduate students, “Motivation, Teams, Coaching, and Mentoring,” including Birkman Basics assessment and group interpretation

Trinity Baptist Church, San Antonio, Texas 2017, 2018
Leadership Development Consultant, Dan McGee Associates, Inc.
Innovative Baptist church with a membership of approximately 1450.

- Developed and facilitated Pastoral Staff Workshops: “Team Workshop Using Birkman Method” and “Transforming Leadership Using the Birkman Method”
- Included individual Birkman assessment advanced interpretation with pastoral staff, emphasized leadership development and team building
- Conducted analysis and interpretation of advanced Birkman assessments on leadership candidates to support Human Resources in screening candidates

University Mary Hardin Baylor, Belton, Texas 2014-2018
Leadership Development Consultant, Dan McGee Associates, Inc.
Private, religious university with student enrollment of approximately 3,800 providing undergraduate, graduate and doctoral degrees.

- Developed and facilitated workshop for doctoral students for five years, “Leadership Development Using The Birkman Method”
- Included group interpretation of advanced “BGCT Leader Report” and “BGCT Leadership Styles™ Report” based on The Birkman Method

Birkman International, Inc., Houston, Texas 2015-2017
Distributor, Licensee
International provider of advanced and basic behavioral styles and career reports, and certification training. Earned basic certification in 2004, Advanced Birkman Certified Consultant designation was earned in 2016.

- Distributor, *BGCT Birkman Reports*, serving five Baptist universities with “BGCT Leader Report” and “BGCT Leadership Styles™ Report” leadership assessments providing support
- Licensee, *BGCT Birkman Report Certification* – Developed and led certification workshop for “BGCT Leader Report” and “BGCT Leadership Styles™ Report”

The Master’s School/San Marcos Academy, San Marcos, Texas 2014
Leadership Development Consultant, Dan McGee Associates, Inc.
Small private, religious K-12 school providing college-preparatory education.

- Developed and facilitated team building workshops for Board of Directors and school leadership using The Birkman Method® (advanced assessment) including sessions for “Productivity and Decision Making” and “Collaborating With Others”
- Conducted individual interpretative sessions with advanced Birkman assessment

Dr. Frank Reed Larkey, Houston, Texas
Business Consultant

2014-2015

A developmental psychologist specializing in cognition and creativity bringing to his clients broad expertise in executive leadership, cross-cultural integration, team coaching and methodological design.

- Provided business consulting services to thought-leader Dr. Frank Reed Larkey
- Developed marketing cost analysis for creating coaching certification program
- Advised on business development, strategic implementation for start up and website development

Baylor University, Waco, Texas

2009

Leadership Development Consultant, Dan McGee Associates, Inc.

Private religious university with student enrollment of approximately 20,000 providing undergraduate, graduate and doctoral degrees.

- Co-presenter on The Birkman Method for annual Baylor “Seminar on Academic Leadership” delivered to top private university leaders from across the nation, included group interpretation of advanced Birkman assessment
- Developed and facilitated workshop for “Baylor Academy of Leadership and Civic Engagement” student program including group interpretation on individual advanced Birkman assessments

Deloitte, Accounts Receivable Team, Texas

2004, 2005

Team Building Consultant

British multinational professional services network and largest professional services network by revenue and number of employees in the world and is considered one of the Big Four accounting firms.

- Developed and facilitated team building workshop using Extended DISC assessments

Extended DISC of North America

2003-2005

Certified Trainer/Authorized Affiliate/Approved Licensee

Extended DISC was the fastest growing behavioral style assessment for several years.

- Performed leadership development workshops for managers, team building workshops and certification workshops
- Included individual interpretative sessions to review assessments
- Select clients
 - Parexel International, Waltham Massachusetts
 - Certification Workshop, Virginia Beach, Virginia
 - Countrywide, Plano, Texas
 - VeriSign, Santa Clara, California
 - California Quadel, California
- Approved licensee – designed and produced “Extended DISC Tip Cards”

Practice Development Group, Program for Life Coaches, United States

2002-2003

Program of LifeSync Leadership, LLC serving two cohorts of life coaches across the nation.

- Developed program, provided business development and operations consulting
- Included designing forms and checklists for running a business

External Employment History

SPRAY TEX PAINTING, Plano, Texas

2021-2022

Chief of Staff

Residential painting company in North Texas.

Managed Human Resources, supported Production department, coached employees, participated in interviewing/hiring/onboarding, contributed to leadership decision making process, created organization chart, ran payroll

BUSY NOGGIN, Grapevine, Texas

2018-2020

Director of Operations

A web development firm serving high-end clientele such as museums.

Managed Operations and Human Resources, ran payroll, performed cost analysis for outsourcing Human Resources and recommended top vendor, managed logistics for on-site and off-site client meetings

UNIVERSITY OF NORTH TEXAS, Denton, Texas

2012-2014

Administrative Coordinator III, Office of the Provost

Large public university providing undergraduate, graduate and doctoral degrees. Student enrollment approximately 33,000.

- Served as assistant to the Senior Vice Provost
- Created sensitive correspondence, created and managed filing system, took meeting minutes, created report for special project
- Interacted frequently with Provost, Deans and other university leaders
- Served in high-pressure environment

UNIVERSITY OF TEXAS AT DALLAS, Richardson, Texas

2004-2007

Executive Coach, Executive MBA Program

Executive MBA program placed first in Texas and tied in 10th place nationally by the Financial Times in 2007.

- Delivered executive coaching to Executive MBA students including interpretation of advanced Birkman assessments
- Presented at introductory Executive MBA prospective student sessions
- Developed operations manual for Executive MBA coaches

HEALTHCARE ORGANIZATIONS

Saint Francis Hospital, Tulsa, Oklahoma

1996-1997

Performance Improvement Coordinator, Inpatient Services

Midwest City Regional Medical Center, Midwest City, Oklahoma

1994-1996

Laboratory Management Specialist

Medical Technologist (ASCP)

Medical Technologist (ASCP)

1985-1990, 1993

Parkland Hospital, Dallas, Texas

Harris Hospital-Methodist, Fort Worth, Texas

Baptist Medical Center, Oklahoma City, Oklahoma

Medical Arts Laboratory, Oklahoma City, Oklahoma

MetPath of Texas/ClinLab, Dallas, Texas

Family Medicine Clinic, Shawnee, Oklahoma

EDUCATION AND PROFESSIONAL DEVELOPMENT

University of Central Oklahoma, Master of Business Administration, GPA 4.0, 1993

Oklahoma Baptist University, Bachelor of Science in Medical Technology, 1985

University of Texas at Dallas, Coursework in Executive and Professional Coaching Program, 2006-2007

University of Pennsylvania, Positive Psychology, non-credit course certificate, 2021

Birkman International, Inc., Birkman Advanced Certified Professional, 2016, initial certification 2004

Dan McGee Associates, Inc., Certified *DMA Stress Management Consultant*, Certified *Derogatis Stress Profile®*, 2010

National Council for Mental Wellbeing, Mental Health First Aid (Adult) certificate, 2023

Dr. Michael Lillibridge, Executive Coaching Practicum, 2003

Institute for Life Coach Training, Coursework in life coaching, 2001-2002

ASSOCIATIONS AND VOLUNTEER LEADERSHIP

Wilshire Baptist Church, Dallas, Texas

2018-current

Progressive, inclusive congregation focused on spiritual resilience and social justice.

Member, founder and leader of Chronic and Undiagnosed Illness Community Support Group, Stephen Minister, Belong Team member, New Member Committee member, blogger

Baptist General Convention of Texas, Dallas, Texas

2015-2018

Executive board of directors member, Administration Committee

First Baptist Church, Lewisville, Texas

1997-2018

Member, Leadership Council chair and member, created GRASP[™] program for equipping volunteers, created and facilitated stress management program, co-facilitated peer-led mental health support group

International Coach Federation-North Texas Chapter, Dallas, Texas

2006-2008

Created position of Vice President of Technology and managed website conversion, Secretary

Christian Coaches Network, United States

2002-2005

Established and led chapter in North Texas, Chapter Webmaster over all global chapters, planning team member for first conference

Oklahoma Society for Clinical Laboratory Science, Oklahoma

1991-1996

First paid volunteer as Newsletter Editor (newsletter won national awards for six years), board member

ANNETTE MILLER, MBA

PUBLICATIONS

Books

Daring the Dark: A Workbook for Exploring Your Evolving Spiritual Questions, Annette Miller, LifeSync Publishing, www.annettemiller.com, Flower Mound, Texas, 2020

Radical Excellence: Implementing Sequential Radical Positive Change for Personal and Organizational Excellence, by Stephen R. Schmidt, James L. Antenen and Linda Francis Cross, Annette Miller, Co-Editor, World Class Quest, www.worldclassquest.com, Boerne, Texas, 2015

Articles and Blog Posts

“Talent Talk” feature in Chapter 2: The Science of Learning, Annette Miller, *Principles of Talent Development*, Derek Crews, Ed.D., Flatworld, 2023

The troubled waters of sexual diversity: Moving from reflection to action, Dan McGee and Annette Miller, Baptist News Global, www.baptistnews.com, 9/7/2022

LifeSync Questions Blog, Author, Annette Miller, www.lifesyncquestions.com

Wilshire Baptist Church, Facebook Blog, Contributor, Annette Miller, www.facebook.com/wilshirebc

Work in Progress

The LifeSync Guidebook: An Evolutionary Journey

Healthy Brain, Healthy Emotions™, A Mental Wellness Workshop for Building a Resilient Brain, Guidebook for Trainers and Participants

“HR Talk” piece in Chapter 13: Workplace Health, Safety and Security (relating to mental health and well-being), co-author, Mastering Human Resource Management, Version 2.0, Derek Crews, Ed.D., Flatworld

Daring the Dark Guided Journal: A Primer for Spiritual Exploration

Life in the Balance: Spiritual Resilience for the Stressed-Out Soul, with Dan McGee

Publication Management

The Troubled Waters of Sexual Diversity, Series of Seven Articles by Dan McGee, Linda Francis Cross and Annette Miller, *Baptist News Global*, www.baptistnews.com, Summer 2022

Choosing Balance: The ABCs of Stress™ Management by Dan McGee, Dan McGee and Associates, Inc., www.drndanmcgee.com, Arlington, Texas, 2012

_____ *McGee’s DSP® Workbook* to be used with the ABCs of Stress™, 2010

_____ *Stress Assessment Guide* Including “McGee’s ABC Stress Assessment” from ABCs of Stress™, 2010

_____ *Experiencing God’s Presence: A Personal Guide Through Six Spiritual Disciplines*, 2010

_____ *The ABCs of Stress: An Interview with Dr. Dan McGee*, compact disc ISBN 9 780983 533139, 2010

_____ *Talking Through a Panic Attack*, compact disc ISBN 9 780983 533146, 2010