

DIANNE K. MARSHALL
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Summary of Qualifications

Over 15 years professional experience in a university setting. Possess exceptional management and interpersonal skills with demonstrated strengths and abilities in the areas of complex project management, program delivery, career counseling and teaching.

Professional Experience

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| Management & Counseling | Manager 2000 to Present |
| | Sales Forecasting Management Forum, Department of Marketing and Logistics
University of Tennessee at Knoxville |
| | <ul style="list-style-type: none">• Handle day-to-day Forum operations, financials and communications in a timely, efficient and seamless manner• Interface regularly with senior executives from business and industry• Hire, train and supervise student assistants and work with staff to provide excellent program delivery |
| Research & Project Management | Career Liaison 2000 to Present |
| | Department of Marketing and Logistics, University of Tennessee at Knoxville |
| | <ul style="list-style-type: none">• Guide and counsel undergraduates about career options• Interface with employers, faculty and students about internship and full-time opportunities• Speak in classes about the importance of internships• Attend career-related events and work closely with UT Career Services staff and undergraduate student organizations• Assign credit as appropriate for Logistics 492 Off Campus Study |
| Research & Project Management | Project Coordinator: Child Care Center Financial Survey Project 2007 to Present |
| | Center for Business & Economic Research, University of Tennessee at Knoxville |
| | <ul style="list-style-type: none">• Review and update survey design as appropriate• Manage survey delivery• Oversee day to day activities of financial survey project• Keep schedule on track and provide weekly progress reports to Tennessee Department of Human Services• Train and supervise graduate students• Report to project director as needed |
| Research & Project Management | TennCare Quality Control Survey Project 2007 |
| | Center for Business & Economic Research, University of Tennessee at Knoxville |
| | <ul style="list-style-type: none">• Responsible for the timely completion and reporting of the Medicaid Eligibility Quality Control (MEQC) plan surveys to ensure appropriate criteria was met for non-medical eligibles receiving TennCare benefits• Responsible for the timely completion and reporting of surveys conducted of non-medical eligibles denied or terminated from TennCare rolls to ensure appropriate action was taken• Hired and trained student team to properly conduct telephone surveys and enter survey data• Summarized data and prepared reports for the director of the Bureau of TennCare |

**Research & Project
Management**

Project Manager: Cover Tennessee Employer Survey 2004 to 2005

Center for Business & Economic Research, University of Tennessee at Knoxville

- Lead responsibility for timely coordination and completion of employer health insurance project for State Planning Grant
- Conducted literature review and researched background of insurance programs to develop, design and compile survey
- Directed the dissemination of 10,000 surveys
- Hired, trained and supervised student team for data entry of returned surveys
- Conducted focus groups across the state to obtain qualitative data
- Met all project deliverables and completed reports on time
- Co-authored final report and assisted in final report presentation to executive team

Industry Coordinator 1997 to 2000

Office of Corporate Partnerships, Department of Marketing, Logistics and Transportation, University of Tennessee at Knoxville

- Hired to ramp up and establish support systems for program delivery and execution of Supply Chain Strategy & Management Forum
- Charged with the design and delivery of Logistics Career Fair events for undergraduate students
- Worked with employers and students seeking internships and full-time positions

Administrative Manager 1995 to 1997

The Central and East European Center and The Alliance of Universities for Democracy (AUDEM), University of Tennessee at Knoxville

- Developed unit systems and managed complex international center and international non-profit organization
- Administered Fulbright Scholar programs, federally funded USIA grants and other international program exchanges
- Delivered and participated in AUDEM-sponsored conferences in Budapest, Prague and Warsaw advance team
- AUDEM/People-to-People International Study Tour: Participated with 5 other colleagues in a high-level three-week study tour to identify potential academic, medical and non-profit partnering opportunities with US institutions. Toured Hungary, Poland, Slovakia, and Romania

**International
Experience**

Instructor January to May 1995

University Studies Program, University of Tennessee at Knoxville

- Taught and coordinated first course offering of team-taught junior level course "Conflict Resolution: Application and Theory." Participated in course design, development, and delivery

Senior Research Assistant 1994 to 1995

Office for Customer Responsiveness Studies, Department of Marketing, Logistics, and Transportation, University of Tennessee at Knoxville

- Contacted executives and completed surveys for large research projects
- Responsible for data verification on ORNL funded environmental research report

Teaching Experience	Adjunct Faculty Applied Science and Technology Division, Computer Science and Technology Department, Pellissippi State Technical Community College Knoxville, TN
	<ul style="list-style-type: none">• Nominated by UT faculty to teach first course offering of MIS course at PSTCC• Received superior course evaluations by department and students
	Graduate Teaching Assistant and Lecturer 1992 to 1994 Department of Management, College of Business Administration, University of Tennessee
	<ul style="list-style-type: none">• Lectured classes and supervised computer labs for three sections of required junior level MIS course• Taught labs and assisted with administration for MIS course. Enrollment 400+ students per semester
	Graduate Intern: Project Lead 1993 to 1994 Conflict Resolution Program, University of Tennessee Knoxville
	<ul style="list-style-type: none">• Reviewed literature, wrote report and made recommendations for training manual for pilot school mediation program• Co-developed pilot program design, training and implementation for sixth and seventh graders at inner city middle school• Presented at in-service training for teachers and principals on peer mediation• Compiled, administered and tabulated 700 pre and post questionnaires to middle school students, faculty and staff to measure school attitudes about conflict• Co-mediated eighth grade disputes• Observed, supervised and mentored graduate student mediators in elementary school setting
Social Work	Graduate Intern: Case Worker 1992 to 1993 Family Crisis Center, Child and Family Services, Knoxville, TN
	<ul style="list-style-type: none">• Conducted admissions and managed cases at a battered women's shelter• Counseled clients via family crisis hotline• Developed intake questionnaire for men's batterer group• Served as court liaison for victims of violence in Knox County IV Circuit Court
Honors/Awards	Nominated: Best All Around Award, UT College of Business (2002) Nominated: Best All Around Award, UT College of Business (2003) Recipient: Outstanding Staff Award for Administrative Support, UT College of Business (2003)
Education	University of Tennessee at Knoxville Master of Science in Social Work, 1994, GPA: 4.00/4.00 Phi Kappa Phi
	University of Tennessee at Knoxville Bachelor of Arts in Political Science (with honors), 1988, GPA 3.35/4.00