

CORPORATE MANAGEMENT GROUP

Employment Application

Office Hours: 9am-4pm Mon-Thur, 9am-3pm Fri
 Office Number: 507-923-4955
 Office Address: 3707 Commercial Dr. SW Rochester, MN 55902



Applicant Information

(APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS AND A BACKGROUND CHECK WILL BE COMPLETED)

Please fully complete pages 1-3

Full Name: (Last Name, First Name) Torgerud, Beth Date: 9/7/18

Address: (Street Address) 1410 meadow Ln SW (Apt./Unit #) _____

(City) Rochester (State) mn (ZIP Code) 55902

Phone: (507) 926-7057 Email: bethtorgerud@gmail.com

Social Security No. -0142 Date Available: 9/24/18

Position Applied for: Administrative Asst. Desired Salary: 45K

Shift Available to work: 1st 2nd 3rd Employment desired: Full-Time Part-Time

Are you authorized to work in the U.S.? Yes No

How did you hear about us? Zip Recruiter Referral Name: _____

If under 18, please list age: _____

Do you have responsibilities or commitments that will prevent you from meeting specified work schedules? No Yes

M-F
40

Education

Type of School	Name of School	Location (Complete Mailing Address)	Number of Years Completed	Major & Degree
High School	<u>see resume</u>			
College				
Bus. Or Trade School				
Professional School				

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Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: 507 yes some Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for reference? Yes No

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for reference? Yes No

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for reference? Yes No

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for reference? Yes No

I certify that my answers are true and complete to the best of my knowledge.
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____

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PLEASE READ CAREFULLY APPLICATION FORM WAIVER

In exchange for the consideration of my job application by Corporate Management Group, Inc.,

I agree that:

Neither the acceptance of this application nor the subsequent entry into any type of employment relationship, either in the position applied for or any other position, and regardless of the contents of employee handbooks, personnel manuals, benefit plans, policy statements and the like as they may exist from time to time, or other company practices, shall serve to create an actual or implied contract of employment, or to confer any right to remain an employee of Corporate Management Group, Inc. (CMG), or otherwise to change in any respect the employment-at-will relationship between it and the undersigned, and that relationship cannot be altered except by a written instrument signed by an officer of CMG. Both the undersigned and CMG may end the employment relationship at any time, without specified notice or reason. If employed, I understand that CMG may unilaterally change or revise their benefits, policies and procedures and such changes may include reduction in benefits.

I authorize investigation of all statements contained in this application. I understand that the misrepresentation or omission of facts will result in my disqualification from consideration for employment or, if discovered after I begin employment, will result in my termination. I hereby give CMG permission to contact schools, all previous employers (unless otherwise indicated), references and others and hereby release CMG from any liability as a result of such contact.

I understand that a comprehensive background check may be conducted to determine my eligibility for hire by CMG. This may include but is not limited to, investigations of criminal and/or conviction records, driving records and/or a drug screen test as required by clients, government regulations or by CMG policies.

I release CMG and other persons or entities from any claims that might be based on CMG's decision to conduct a background check.

I understand that, in connection with the routine processing of your employment application, CMG may request from a consumer reporting agency an investigative consumer report including information as to my credit records, character, general reputation, personal characteristics and mode of living. Upon written request from me, CMG will provide me with additional information concerning the nature and scope of any such report requested by it, as required by the Fair Credit Reporting Act.

I further understand that my employment with CMG shall be probationary for a period of ninety (90) days and further that at any time during the probationary period or thereafter, my employment relationship with CMG is terminable at will for any reason by either party.

Signature of applicant

Date:

9/7/18

BETH E. TORGERUD

1410 Meadow Lane SW

Rochester MN 55902 (507) 696-7057

bethtorgerd@gmail.com

SUMMARY OF SKILLS

I get things done! I'm a quick study with active listening, critical thinking, and problem-solving skills. I maintain friendly, collaborative, and effective relationships. I'm also very organized, efficient, self-motivated, detail oriented, and resourceful.

SYSTEMS EXPERIENCE

Microsoft Word, Excel, Visio, PowerPoint, Access, Outlook, Project, FrontPage, Publisher, OneNote, SharePoint, Universal Content Manager (UCM) Administrator, WordPress, HyperSnap, REDCap (Research Electronic Data Capture) Super-User, Pathlore Learning Management System (LMS) Administrator, Blackboard Administrator, ePrasal emulator, Adobe Captivate, Contribute, Slack, BaseCamp, Rochade, EMME, Quality Center, IBM Information Analyzer, Universe Designer, Team Foundation Server (TFS), HP Clarity, SAP Crystal, WebI, Xcelsius, ServiceNow ITIL license, RapidSQL, ClearQuest

PROFESSIONAL EXPERIENCE

2017 - 2018 Coldwell Banker Burnet, Rochester, MN

Real Estate Agent

- Showed residential properties and demonstrated the features and benefits of available homes
- Performed competitive market evaluations and owner's equity evaluations
- Provided close, personal client attention and tenacious follow-up to ensure best service

2002 - 2017 Mayo Clinic, Rochester, MN

Business Analyst Credit Card Protection Office Department of Finance

- Resolved all internal credit card device hardware and PaymentMate software issues received from enterprise-wide business units via ServiceNow, compatibility issues with different point of sales systems, and credit card device hardware issues - placement, cords, defects.
- Referred major credit card device or software problems/defects to vendor for service, monitored progress
- Facilitated both internal departmental and external vendor meetings to resolve credit card processing issues
- Developed training materials and trained endusers in the proper use of credit card hardware or software
- Designed test plans, scripts and procedures, tested software performance, provided documentation of testing results and communicated results to appropriate parties, once resolved, monitored environment to ensure issue resolution and/or re-tested, documented and communicated results until desired functionality
- Documented new and revised existing IT procedures to ensure clarity to technical and non-technical users
- Maintained departmental ServiceNow Knowledge Base of procedures for resolving common technical issues

Accomplishments in Department of Finance:

- Appointed Co-Chair for Mayo Clinic eMERGING Leaders Social Engagement Committee
- Managed 2 projects to completion on time: implemented online credit card processing capability for Continuing Nursing Education courses and for Admissions to the Mayo Clinic School of Medicine

Associate Data Analyst Enterprise Analytics Department of Planning

- Provided production support on metadata web application, proprietary databases, and reporting marts
- Clairvia project: Collaborated with Nursing staff and Administrators to implement a departmental, enterprise-wide scheduling system for clinical staff; examined work flows, processes and procedures, and met routinely with endusers to determine Best Practices and implement solutions acceptable to endusers nation-wide.
- Active participant in requirements gathering meetings for new metadata web application
- Performed all phases of Software Testing Life cycle (STLC)
 - Developed test scripts for software testing – regression, usability, and overall performance.
 - Completed software testing on requirements/enhancements, provided testing results documentation
- Utilized RapidSQL for queries to support data quality improvement efforts
- Verified field-level data quality in data warehouses via IBM Information Analyzer and suggested business process changes to improve data quality upstream
- Developed computer-based training courses; instructed end-users in both classroom setting and via online
- Collaborated with Data Stewards and SMEs to review published Data Standards and standardized field names, descriptions across data sets, data definitions, and developed hover notes in data universes
- Facilitated annual enterprise-wide Data Standards review process
- Triaged customer inquiries and reported or troubleshot metadata and/or system issues
- Researched and created/updated departmental business policies and procedures documentation
- Maintained multiple enterprise websites and policies, and unit level procedures

Accomplishments in Department of Planning:

- Received approval from management to develop an online course for EMME Enduser training in place of classroom course this saved physician's and leadership's time.

- Created new Data Stewardship courses using a new Whiteboard application I discovered and self-taught.
- Appointed Secretary for Data Stewardship Council
- Earned Mayo Clinic Quality Fellow - Silver Level Certification for data standards database that eliminated the duplication of efforts and systems and streamlined processes into one database.

Executive Administrative Assistant Education & Professional Development Department of Nursing

- Supported the ExpertRN and Nurse Line, e-Health Nurse Administrator and Nursing Educators
- ExpertRN/Telehealth project: Collaborated with Telehealth nurses and administrators to develop the system algorithms to assess patient symptoms, determine possible diagnoses, potential home remedies, and triage patients to the appropriate level of care
- Created reports via Excel cubes for Nursing Administration leadership on Call Center RN staff metrics
- Headed project to streamline departmental processes utilizing present inter-operative systems.
- Prepared presentations and educational materials for staff education, created spreadsheets, flyers, and posters displayed at national conventions

Administrative Assistant Nursing Support Services Department of Nursing

- Provided exceptional administrative support to Nurse Managers in a hospital setting
- Scheduled meetings, supported committees, maintained confidential databases and employee files; created reports, presentations, spreadsheets, posters, expense reports; managed 600+ annual performance reviews

Accomplishments in Department of Nursing:

- Developed single page information sheet to reduce duplication of efforts & resources
- Founded and Chaired the Nursing Support Services Best Practice Committee
- Introduced shared communication tool - improved efficiencies and customer service

1999 – 2001 Eschelon Telecom (now Electric Lightwave), Minneapolis, MN

Special Projects Provisioner

- Efficiently managed multiple move/add/change projects for high profile business customers
- Developed new workflow processes and corrected billing system errors
- Managed top business customers' landline and on-net moves, additions and changes
- Department contact person for internal billing inquiries and disconnects for delinquent business accounts

Lead Network Provisioner

- Supervised network provisioners through rapid department expansion which included logistical barriers, mandatory overtime, and consistently changing procedures and priorities
- Assisted in the candidate selection and interview processes
- Involved in creation and revisions of training materials, processes and procedures
- Provided service to business customers experiencing service outages outside of regular business hours

Network Provisioner

- Directed network service orders for telephone/internet resale and on-net customers
- Collaborated with network service providers, on location technicians, business owners and end-users to ensure timely installations and exceptional customer service
- Processed ambiguous customer, contract and sales information from branch offices

Accomplishments at Eschelon Telecom:

- Promoted from provisioning one product, to all products, to the Lead Network Provisioner role within 6 months
- Selected for business trips to Western states to train Account Executives on new work flow and billing systems

MEMBERSHIPS

Mayo Clinic Data Stewardship Council, Secretary

- Developed agendas, presented to enterprise-wide council members and led departmental work groups through the data standards development process, new implementations, and the annual review process

Mayo Clinic eMERGING Leaders Social Engagement Committee, Co-Chair

- Facilitated meetings and social events to foster intergenerational relationships and retain locally grown talent; presented updates quarterly to eMERGING Leaders members and leadership

Mayo Clinic Education Technology Committee (ETC), member

COMMUNITY ENGAGEMENT

Diversity Council - cohort member of Community Leaders Creating Change

Ready to Lead - program graduate of Board member readiness program

Rochester Police Department - Citizen Police Academy graduate

Volunteers in Education ISD 535 - Fundraiser coordinator, silent auction DBA, eager volunteer

EDUCATION AND CERTIFICATIONS

2017 **Real Estate License - State of Minnesota**, Brightwood Real Estate Education

2013 **Master of Arts in Health and Human Services Administration**, Saint Mary's University

2008 **Bachelor of Arts in Management Information Systems**, Augsburg College

1995 **Chiropractic Technician diploma**, Riverland Technical College

- 39 hrs
- Real Estate to much family time
- Volunteers at Dorothy Day House
- very nice.

Kelsey Sikkink

From: Beth Torgerud <bethtorgerud@gmail.com>
Sent: Friday, September 7, 2018 12:26 PM
To: Kelsey Sikkink
Subject: Thank You!

Dear Kelsey,

I greatly appreciate the time you took to speak with me this morning to discuss the open position for the Administrative Assistant.

I am now even more excited about the position and my fit for the role. In addition to my customer service skills, I have experience managing multiple tasks, confidential material and interviewing. I also have experience intermediate Excel skills and learn new systems quickly.

Please let me know if there is any additional information you need from me. Thank you again for your time. I hope to hear back from you regarding a 2nd interview with Hugh and for the opportunity to continue our discussion about the role.

Sincerely,
Beth Torgerud

507-696-7057

- Wage Expectations
- Future Plans of growth.
- 45K. ?
- insurance → required —

