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| **DIANE C. KAPP** | | | | | | | | | |
| 1549 W. Andorra, Phoenix, Arizona 85029 | | | | (602) 708-2359 | | | | Diane.Kapp@asu.edu | |
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| **PROFESSIONAL SKILLS** | | | | | | | | | |
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|  | | 35-plus years of administrative experience | | |  | Recognized interpersonal skills | | |
|  | | Proven proficiency in Microsoft Office Suite | | |  | Excellent troubleshooting abilities | | |
|  | | Strong right-hand person to top management | | |  | Team player with ability to work independently | | |
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| **PROFESSIONAL EXPERIENCE** | | | | | | | | | |
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| **Administrative Specialist** | | | | |  | | | | **04/2010 - Present** |
| Arizona State University - Edson College of Nursing and Health Innovation | | | | | | | | | **Phoenix, AZ** |
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|  | Provide high-level administrative support to the Associate Dean for Research, Initiatives, Support, and Engagement (ADR); prioritize, coordinate, and arrange meetings; schedule speaking engagements; make all travel arrangements and develop itineraries, while ensuring compliance with all policies and procedures; prepare and enter travel information into Concur. | | | | | | |
|  | Serve as the primary point of contact for the Provost Office. A few of the responsibilities include maintaining hiring plans, reviewing and submitting forms such as Notification of Consulting and Notice of Appointments, and processing adjunct faculty requests and renewals (over 50 new requests and over 150 renewals annually). In the Spring of the 2019, the Provost Office implemented a new adjunct affiliation system that required “learning on the fly.” Because I was able to learn the system so quickly, I was asked to provide a list of best practices that were shared with other colleges. | | | | | | |
|  | Function as the College Administrator for Interfolio, a new software suite that includes three components (Faculty Search; ASU Vita; and Review, Promotion and Tenure). Responsibilities require maintaining a working knowledge of each component, organizing the train-the-trainer model, and training faculty and staff. | | | | | | |
|  | Manage academic personnel actions for Tenured/Tenure Track and Research Track faculty reporting to the ADR and Senior Director (all T/TT and research faculty will report to the ADR in the Fall, due to the retirement of the Senior Director). Responsibilities include processing and submitting probationary review packages, promotion and/or tenure packages, multiyear packages, sabbatical requests and reports, offer letters, and retirement notifications. Work closely with the Executive Coordinator for the Clinical-Track faculty, providing guidance and reviewing academic personnel material before submitting them to the Provost Office. | | | | | | |
|  | Act as the primary point of contact for faculty and staff reporting to ADR and the Senior Director (retired). Manage processes such as annual reviews, human resource issues (including leave of absences), the onboarding of new faculty, and the coordinating and scheduling of faculty recruitment. Faculty Search, a component of Interfolio, was implemented in Fall 2019, and so I was not only responsible for scheduling multiple faculty searches, but I was also learning and then training faculty and staff on this new system. | | | | | | |
|  | Manage process for multiple J-1 Scholar and H-1B visa applications. In 2018, the university introduced new software (Sunapsis) to assist in processing visa applications. I was one of the first administrative support personnel in our college to be trained on this new software. | | | | | | |
|  | Coordinate events and workshops, ensuring material, food, and equipment are complete and on time; schedule and coordinate researchers, lecturers, potential faculty hires, and others visiting the college. | | | | | | |
|  | Monitor the ADR’s multiple sponsored account budgets, provide budget projections, prepare pay allocations and redistribution forms, and provide assistance to the ADR’s research team when necessary (e.g., HR, computer problems, and key card access issues.) | | | | | | |
|  | Have a strong commitment to excellent customer service. During my 10 years with the college, I have quickly volunteered to provide administrative support on short notice to other understaffed units (e.g., Office of Research and Scholarship (now R.I.S.E), Education Support Services, Center for Metabolic and Vascular Biology). Additional tasks include recruitment, Department Time and Administrator, and travel. Received numerous Sun Awards from faculty and peers that have acknowledged my efforts and contributions. | | | | | | |
|  | Have experience organizing and distributing teaching assignments; created a spreadsheet indicating courses, teaching loads, and buyouts, which allowed the ADR to easily identify and resolve discrepancies between different departments. | | | | | | |
|  | Act as Department Time and Administrator for multiple units reporting to the ADR. | | | | | | |
|  | Gather information to assist in strategic planning and other college and university initiatives (e.g., Aging Initiative.) | | | | | | |
|  | Have hands-on experience with Microsoft Office Suite, Slack, Zoom, PeopleSoft, Dashboard, Career Edge, DocuSign, Drobox, and Concur. | | | | | | |
|  | Have been an active participant in various committees, such as the Faculty Experience (part of the college’s progress workgroup) and Service Award Committee, responsible for planning the inaugural “All Hands” service awards. | | | | | | |

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| **Operations Manager** | | |  | | | **11/1999 – 09/2009** |
| Columbia Communities Construction, LLC (no longer in business) | | | |  | | **Scottsdale, Arizona** |
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|  | Provided administrative support to the VP of Operations; scheduled appointments, tracked expenditures, and developed statistical reports. | | | | |
|  | Streamlined day-to-day operations using experience and knowledge gained over many years of working in administrative roles. | | | | |
|  | Regularly met with the VP of Operations for budget and fiscal planning. | | | | |
|  | Ordered and coordinated phones, computers, and office furniture, successfully meeting all deadlines during a companywide relocation. | | | | |
|  | Managed and controlled housing budgets ranging from $150,000 up to $500,000; reported monthly to top management and company owners. | | | | |
|  | Designed reports using a third-party report writer when “canned” reports were not sufficient. | | | | |
|  | Reviewed and processed vendor bids and confirmed the accuracy of and compliance with trade specifications before the analysis phase. | | | | |
|  | Evaluated and selected vendors while aggressively negotiating contracts. | | | | |
|  | Processed all new vendor contracts, confirming federal and state regulations were satisfied. | | | | |
|  | Established policies for maintaining vendor files. | | | | |
|  | Developed tools such as an easy-to-read Excel spreadsheet indicating the optimum bidder to simplify the process of awarding vendor contracts. | | | | |
|  | Collected all necessary Permits from government agencies. | | | | |
|  | Assumed responsibility for the Customer Service department after companywide downsizing; utilized vendor relationships to improve response time with customers and supervised field personnel | | | | |
|  | Acted as Field Superintendent in the absence of the construction manager. | | | | |
|  | Reduced time and material by creating and implementing detailed construction paperwork sent to the job site used by field and vendor personnel. | | | | |
|  | Created an optional features list used by sales staff as a selling tool for potential homebuyers. | | | | |
|  | Developed supplemental drawings sent to field and vendor personnel, avoiding the costly involvement of an architect. | | | | |
|  | Accurately inventoried, documented, and transported confidential information to an off-site storage facility. | | | | |
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| **Contract Coordinator** | | | | | **05/1994 -10/1999** | |
| Del Webb Communities, Coventry Homes (purchased by Pulte Homes). | | | | | Phoenix, AZ | |
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|  | Trained employees at Sun City Hilton Head on setting up new in-house accounting software package. | | | | |
|  | Contributed to a companywide action team formed to improve communications. | | | | |
|  | Compiled and maintained vendor files. | | | | |
|  | Entered large amounts of sales data in an accurate and timely manner. | | | | |
|  | Generated vendor payment vouchers and reviewed them for accuracy. | | | | |
|  | Received numerous awards from both peers and managers in recognitions of my contributions to purchasing processes | | | | |

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| **Crystal Bottled Waters (purchased by DS Waters of America, Inc.)** | | | | **03/1986 – 05/1994** | | |
|  | | | | Phoenix, AZ | | |
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| **Commercial Billing Specialist** | | | | | **03/1993 – 05/1994** | |
|  | | Balanced and corrected daily registers, equipment updates, and customer changes. | | | |
|  | | Resolved account discrepancies; handled disputes on equipment and charges. | | | |
|  | | Entered customer charges and payments. | | | |
|  | | Prepared and listed in-house deposits. | | | |
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| **Route Accounting Representative / Independent Distributor** | | | | **1987 – 1993** | |
|  | | Audited 16 independent distributors, traveling throughout Arizona to count and verify equipment. | | | |
|  | | Verified route sales representatives’ daily paperwork and resolved discrepancies. | | | |
|  | | Prepared and entered batch cash, bank, and route adjustments. | | | |
|  | | Scheduled all travel plans and prepared expense reports. | | | |
|  | | Arrived early AM to start mainframe computers and printers. | | | |
|  | | Retrieved and disbursed daily reports, statements, delivery receipts, and credit letters. | | | |
|  | | Awarded Employee of the Year in 1990. | | | |
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|  | | **Data Entry Specialist** | **1985 - 1987** | | |
|  | | Entered customer charges and payments. | | | |
|  | | Assisted the billing department as time allowed. | | | |
|  | | Instructed others in operating mainframe computer system. | | | |

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| **Accounts Receivable Clerk** | | | **1980 - 1985** |
| Hurley Trucking Company | | | Phoenix, AZ |
|  | Balanced receivable book monthly. | |
|  | Entered sales and cash receipts. | |
|  | Collected on past due accounts. | |
|  | Assumed responsibility as payroll clerk in their absence. | |
|  | Served as relief receptionist for lunches and breaks. | |
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| **Training and Education** | | | |
|  | | Academic Personnel Actions and Reporting Systems (APARS) | |
|  | | Affiliate Management Personnel (AMP) | |
|  | | Centralized Leave | |
|  | | Collaborative Institutional Training Initiative (CITI) | |
|  | | Concur | |
|  | | Department Time and Administrator (DTA) | |
|  | | IPAR | |
|  | | PeopleSoft (e.g., PTR, Courtesy Affiliate, and Position Management) | |
|  | | Slack | |
|  | | Sunapsis | |
|  | | Workday | |
|  | | Zoom | |
|  | | Glendale Community College; variety of business courses | |
|  | | Home Builder Association of Central Arizona; Certified Superintendent Training Series in 2003 | |
|  | | Arizona School of Real Estate in 1996 | |
|  | | Graduated from Carl Hayden High School, Phoenix AZ | |
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