

Tene` Nichole Greenhood

(o) 719.549.2417
tene.greenhood@csupueblo.edu

2200 Bonforte Blvd.
Pueblo, CO 81001

Education: **Masters of Business Administration** **December 2014**
 Bachelor of Science in Business Administration **May 2012**
 Colorado State University Pueblo, Pueblo, Colorado
 Major: Business Management

Scholarships Awards and Recognitions

- Daniel’s Fund Ethics Champion- PCC (2018-2019)
- Tax Help CO Site Coordinator (2016-2019)
- Summa Cum Laude
- Phi Theta Kappa Member
- Gold Key Honors Society
- MBA Outstanding Student of the Year 2014-2015
- PCC Employee Shining Star Award
- Chair of PCC CTEAL committee
- Co-Chair of PCC Faculty of the Year Committee
- PCC HiPac Committee Member
- PCC Online Instructor Certification
- CTE Vocational Credential

Work Experience:

Accounting Visiting Lecturer, Colorado State University August 2020-Present
Adjunct Instructor June 2016- August 2020

- Integrate technology (e-books, create video tutorials, create electronic flash cards, etc.) to develop effective teaching strategies while delivering comprehensive lessons for courses including managerial accounting, income tax accounting and personal finance classes in both the traditional, hybrid and online class formats to accommodate the rapidly changing demands of the learning environment.
- Provide students with prompt responses to communications and provide consistent office hours to ensure students have ample opportunities to maximize their success.
- Deliver timely feedback and grading to increase the learning opportunity for all students.
- Attended professional development conferences for “gamifying” classes and have successfully launched the fall 2020 semester with integration of gamification concepts.

Department Chair of Business & Accounting, Pueblo Community College May 2019-May 2020
Business & Accounting Faculty August 2016 to May 2019
Adjunct Instructor August 2015 to August 2016

- Integrated technology (e-books, create video tutorials, create electronic flash cards, etc.) to develop effective teaching strategies while delivering comprehensive lessons for courses including Financial and Managerial Accounting, Payroll Accounting, Intermediate Accounting I & II, Computerized Accounting, Principles of Management and Business Communications in traditional, hybrid, fully online and long distance video conferencing learning environments.

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- Actively encouraged departmental participation in assessment of student learning and act as the department liaison for all adjuncts and faculty. Increased participation of adjunct instructors from 14% to 90% and engaged adjunct instructors to participate in rubric norming.
- Assessed students' knowledge base, identified strengths and weakness, then developed new and modified existing lesson plans to meet the needs of the students, while maintaining the standards of the college as well as ADA compliance.
- Was an active member in various campus committees to participate in teams that encourage continuous improvement to the College's processes. Served as a Business Division representative on the Assessment of Student Learning Committee as well as several other task force groups such as a College Forms task force, shared governance Ad Hoc Committee, Employee Recognition Task Force and the Strategic Planning Task Force. Previously provided leadership to the CTEAL and Faculty of the Year committees by serving as committee chair.
- Accurately maintained student records, attendance, and submitted final grades and assessment of student learning for all students in a timely fashion.
- Managed roughly 20 adjunct/concurrent instructors along with 2 full time staff members to provide optimal learning opportunities for the 500+ students enrolled in the business and accounting programs. Completed departmental leadership responsibilities include overseeing updates to curriculum, training new instructors, completing classroom observations, selecting and ordering textbooks, overseeing a free tax site that is open to the public (Tax Help CO), course scheduling, student complaint management and more.
- Continually worked with community advisory board to understand the needs of our community and then made changes and improvements to the program based on the information.

Business Partner, SoCo Escape Room
Pueblo, CO

March 2017 to Present

- Actively participate in the ownership of the business to include processing payroll and all other accounting functions, design and develop all marketing materials utilizing several application from the Adobe Creative Cloud suite, manage social media content and campaigns, work with business partner to design and develop puzzles and room layouts and then act as the main translator to provide the construction team with design layouts and plans to ensure that rooms are designed according to plan.
- Develop clear puzzle and room layout guides that are utilized by employees to reset each room and puzzle between experiences ensuring consistency from one experience to the next. Continuously update and improve the documentation to increase ease and efficiency.
- Participate in employee search and screen process and the onboarding process to follow. Continually develop tools to simplify onboarding and minimize employee turnover.

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Office Manager/Business Partner, Backflow Testers R/uss (part-time)
Pueblo, CO

May 2010 to Present

- Manage and process all A/R and A/P. Developed and continually implement strategies to increase A/R turnover and keep past due A/R under 5%.
- Accounting functions to include categorizing expenses, preparing and analyzing financial statements, and analyzing managerial accounting functions.
- Designed database for tracking customers, invoices, and annual test results. Continually maintain and update database functionalities and train employees to use the system.
- Maintain office services by organizing office operations and procedures; controlling correspondence; developing and implementing customer retention program, designing filing systems; reviewing and approving requisitions; assigning and monitoring clerical functions.
- Design and implement office policies by establishing standards and procedures; measuring results against standards; and making adjustments accordingly.

Project Manager, Performance Recreation

Pueblo, CO

January 2018 to August 2018

- Provide excellent customer service between multiple parties ranging from vendors, employees and end users, involved in the playground and safety surfacing project. Worked closely with all parties from project inquiry to project completion.
- Automated the project estimation process to increase accuracy and efficiency. In doing so provided over \$2M in project estimates in followed nearly \$1.5M in project to completion.
- Organized and implemented processes to minimize errors in product ordering and allow for a JIT delivery model.

Clinical Coordinator, Pueblo Community College (Promotion from Administrative Assistant)

Pueblo, CO

January 2015 to May 2015

- Created and managed a clinical database for the nursing department tracking facility sites, student and faculty information, immunization records, clinical schedules, and more.
- Accurately created clinical schedules for 200+ students among 4 different campus locations. This included meeting requirements for 40+ clinical sites, aligning scheduling with curriculum and accreditation requirements, assigning and managing instructors, sending facilities detailed schedules with precise data, etc.
- Developed new and fostered existing relationships with clinical facilities. I.e. site visits, joining working groups with facilities to develop new processes, reaching out to new facilities, collecting and analyzing feedback and constantly seeking new ways to improve partnerships.
- Compiled data and conducted statistical analysis on student success, instructor success and retention, employment rates, pass rates, departmental cost benefit analyses and more.

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Graduate Assistant, Colorado State University Pueblo, HSB (part-time)
Pueblo, CO

August 2014 to May 2015

- Served as the graduate assistant to HSB professor, Dr. Wakefield, as a guest lecturer in courses, grading and providing constructive feedback to student assignments, entering student grades into the Blackboard system, proctoring and grading exams, and assisting with community activities such as an economic impact study.

Administrative Assistant III, Pueblo Community College
Pueblo, CO

October 2012 to January 2015

- Independently organized all general office activities ranging from scheduling appointments and handling student concerns, to developing new, more efficient forms.
- Analytically problem-solved, anticipated issues and created new systems to streamline operations, resolve concerns and improve efficiency. I.e developed a data-tracking tool.
- Directed the planning, design, production and management of the online nursing program application. Automated the scoring criteria in Excel drastically reducing the work commitment.
- Served as the event planner organizing and managing departmental meetings and events throughout the year ranging from committee meetings to graduation pinning ceremonies.
- Provided clear and concise communication when disseminating updates to students, employees and clinical facilities among 4 different campuses.
- Helped compile and analyze departmental and student reports through various campus programs (INB and SSB) as well as within File Maker Pro, Microsoft Excel and Access.

Business Management Internship, County Clerk and Recorder
Pueblo, CO

January 2012 to December 2012

- Assisted in planning and organizing two Colorado County Clerks Association (CCCA) conferences including accommodations for 85-250 attendees, arranged speakers and break out sessions, organized registration forms, managed budgets and created printed materials.
- Developed a database to manage Pueblo County voters and their correlated polling location. Transferred the database to iPads which replaced the traditional hard copy poll books used to locate voter polling locations.
- Managed the hiring process of 400+ Election judges for the 2012 General Election. Recruited employees, organized, sorted and tracked applications, provided hiring arrangements, and taught all student volunteers how to properly utilize the data base system.
- Analyzed data from previous elections and voter registration databases to assist management in understanding trends and making predictions for future elections.

Franchise Owner, College Pro Painters
Pueblo, CO

January 2011 to August 2011

- Sold and produced \$48,000 worth of paint jobs during the 3 summer months.
- Responsible for lead generation and follow up for the Pueblo territory and other southern CO territories.

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- Managed all aspects of a painting business including general management, marketing (direct mail, cold calling, sign placement etc) sales, bookkeeping, interviewing, hiring, training, scheduling and more.