

Vickie L. Volpano

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Professional Experience

Goodwill Industries of Southeastern Wisconsin, Inc. – Milwaukee, WI

Senior Vice President & Chief Operating Officer, November 2005 to Present

Executive responsible for strategic direction and operational oversight for Human Services, Commercial Services, Work Services, Laundry Services and Retail Services with combined 2007 revenue budget of \$119 million. A key responsibility is enhancement, promotion and protection of the Goodwill brand.

Responsibilities include business development, strategic planning and budget oversight, insuring compliant operations, the generation of profitable sales and the provision of work opportunities and skill development for people with barriers to employment.

Senior Vice President, Retail Services, 1997 to November 2005

Responsible for strategic direction and operations of Retail Services with revenue of \$37 million achieved in 2005. Lead in market development responsible for store site selection and capital investments, lease negotiations or land procurement.

Vice President, Retail Services, 1994 to 1997

Director, Retail Operations, 1992 to 1997

Director, Retail Sales 1989 to 1992

Manager, Retail Sales 1986 to 1989

JCPenney Company, Inc. – Greendale, Wisconsin

Senior Merchandise Manager, 1983 to 1986

Performed buying functions for four major merchandise categories, responsible for inventory control and retail operations.

Merchandise Manager, 1981 to 1983

Management Trainee, 1980 to 1981

Education

Harvard Business School Executive Education Nonprofit Series –

- Performance Measurement for Effective Management of Nonprofits; certificate May 2007
- Strategic Perspectives in Nonprofit Management; certificate July 2006

Curtis L. Carlson School of Management, University of Minnesota – Minnesota Management Institute; certificate May 1999

University of Wisconsin - Sheboygan Campus, general studies 1974 – 1976

Sheboygan Falls High School, Sheboygan Falls, Wisconsin; diploma June 1974

Professional Affiliations

Tempo International – Milwaukee Chapter

Professional Dimensions