

COMMITTEE ASSIGNMENTS

CHAIR

- Steering and Rules Committee

MEMBER

- Redevelopment Authority - City of Milwaukee
- Wisconsin Center District Board



CAVALIER JOHNSON

COMMON COUNCIL PRESIDENT
ALDERMAN, 2ND DISTRICT

July 14, 2021

To the Honorable Members of the Common Council
City Hall, Room 205

Dear Council Members:

The appointment is pursuant Common Council File No.161759. Terms of all members will commence upon taking of the oath of office.

I am pleased to appoint Robert H. Dodds Jr. replacing Dr. Kenneth Fisher as my designee to the Granville Advisory Committee.

I Trust that the Common Council will approve this appointment.

Sincerely

Cavalier Johnson
Common Council President
Alderman, 2nd District

Cc. Mayor Tom Barrett
Jim Owczarski, City Clerk
Robert H. Dodds

1. Robert H Dodds Jr.

414-467-5922 mobile * waukrob@gmail.com

<https://www.linkedin.com/in/robertdodds/>

Address ~~872~~ 8279 N Ann Street Milwaukee 53224

SERVICE MANAGER AND BUSINESS DEVELOPMENT PROFESSIONAL

Service Manager, Account Executive, business development, training professional, servant leader with over 25 years' experience. Looking for a challenging and stimulating opportunity utilizes areas of expertise and skill-set.

AREAS OF EXPERTISE:

Team Building* Leadership* Conflict Resolution* Critical Thinking* Communication Skills* Soft-Skills* Training* Development * Project Management* Collaboration * Customer Service* Government Contracting

SERVICE MANAGER/ACCOUNT MANAGER, BUSINESS DEVELOPMENT, TRAINING:

- Responsible for the day-to-day operation for medical claims processing
- Worked with Numerous SKYGEN USA clients and companies
- Accountable for generating Payment and Remittance information
- Maintained Fee Schedules as well as updating procedure and diagnosis codes
- Administered Appeals and Reconsiderations
- Trained SKYGEN USA staff on client specific concerns
- Managed Refund posting
- Assisted the Business Development team with recruiting new clients
- Responsible for creating efficiencies and testing for Enterprise system
- Recruit, develop, equip and coach ministry volunteers to lead successful teams. Prepare and facilitate quarterly empowerment sessions to empower, lead, motivate and train 75-100 volunteers on various leadership, soft-skills and team building topics.
- Develop long-term sustainable relationships with corporate and business executives
- Drive business and revenue growth - Create new business opportunities through customer relationships
- Create and drive Strategic Account Planning activities with the client and internal teams
- Manage sales and consulting activities
- Negotiate service level agreements, close deals and present to clients
- Drive the client relationship at the 'C' levels
- Client Status Reporting and communications
- Serve as a trusted advisor
- Serves as the Client Advocate throughout the entire company
- Partners with the Service Manager to monitor service delivery and client satisfaction
- Responsible for company-wide collaboration for all areas and teams
- Oversees or manages product or service implementation projects

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- Acts in partnership with clients to identify objectives, product/service plans
- Proactively communicates problems, issues and status updates to clients and to internal personnel
- Handle critical requests or complaints to assure speedy resolution and client satisfaction
- Serves as primary contact for escalations from the client and internal teams
- Conducts and organizes regularly scheduled client meetings
- Develops client relationships through visits and phone calls to resolve and avoid problems
- Partners with the Relationship Manager to monitor service delivery and client satisfaction
- Serves as the Client Advocate throughout the entire company

ADJUNCT PROFESSOR - SCHOOL OF BUSINESS

CONCORDIA UNIVERSITY

2019-Present

- Top 10 adjunct faculty for 2019

PROFESSIONAL AND VOLUNTEER EXPERIENCE:

SKYGEN USA - Vestica Healthcare Service Manager/Account Exec

2001-Present

World Outreach Center Church Growth Director/Trainer

2011-2017

EDUCATIONAL/PERSONAL DEVELOPMENT:

Concordia University- MBA Management

Dec 2017

Concordia University – BA Business Administration

Dec 2015

United States Air Force -Sergeant

Jun 1985 – Nov 1990

SPECIALIZED TRAINING/Course Work

- SQL Training
- CMS Claims Processing Audit training
- Hi-Trust System Security protocol
- Growth Track Train-the-Trainer
- Ministerial Excellence – Graduate (World Outreach Center)
- Repaired avionic components of the F-16 A/B/C/D. Using Automatic Testing Station. Public relations and public speaking.
- Supervised and trained incoming personnel on the same equipment.
- A member of the base Public Relations and Public Speaking contingent.
- Military Training - Technical Training School, C/D Conversion School, Professional Military Education, Seven-level School