

Cheryl F. Sullivan

17400 Lake Avenue, Lakewood, OH 44107 216-287-7403 Email: sullivanike@aol.com

February 14, 2011

Lakewood City Hall
12650 Detroit Avenue
Lakewood, OH 44107

Dear Mayor Summers,

Please accept my resume for the Lakewood Ward 1 Council Member position. I was raised in Lakewood and attended Lakewood City Schools from K-12. I have over ten years experience as an educator for Lakewood City Schools and as a Program Director/Instructor teaching college students. My business experience is very extensive in the Insurance Health Care industry. I have Sales, Corporate Development, Operations, Customer Service, Contract Negotiation and Information Technology experiences. My master's degree is in education with a major in administration. I completed my post graduate work meeting the Interstate School Leaders Licensure Consortium (ISLLC) standards to become an administrator. I have lived in several parts of Ohio and within the nation, but I have always returned to Lakewood. It is by far one of the best places to live. If I am chosen to be the Ward 1 Council Member I will do my very best to make the ward successful for the residents and the Lakewood Community.

I graduated from Lakewood High School in 1972. I remember you driving around in your convertible red jeep. There were so many of us in our graduating class you probably don't remember me. My maiden name is Cheryl Ford. I went to Franklin Elementary School and grew-up with Gary Holmes. I could not attend his funeral because we lost my mother-in-law at the same time. I sent a card to Gary's parents and shared with them my memories of growing-up with Gary from Elementary School through Junior High and High School.

For over ten years I have been a volunteer at Lakewood Hospital as a Eucharistic Minister and a Lector at St. James Church. I was baptized at St. James and it was heart breaking when it closed. I have lived several years in Ward 1 and I have built several close relationships. I have experienced many improvements and growth in Lakewood during its' most recent leadership. If I am chosen as the Ward 1 Council Member I will work to my fullest ability to serve the residents and growth of the Lakewood Community. Thank you for your time and consideration. I would appreciate the opportunity to discuss with you in person my qualifications and why I am the best candidate for this position.

Regards,

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- Objective:** A position with an organization who is seeking an individual that possesses a proven track record of exceeding corporate goals in both business and educational settings.
- Summary:** Leadership skills, implemented new initiatives, customer oriented, problem solver, negotiated hospital contracts, experienced in strategic planning, effective trainer/educator utilizing graduate degree and sales experience.
- Educational Experience:**
- LAKWOOD CITY SCHOOLS** Lakewood, OH
Substitute Teacher, 8/ 2000 – Present
Develop and implement teaching strategies to support learning activities for all domains of learning.
- BRYANT & STRATTON COLLEGE** Cleveland, OH
GenEduCareerCore Program Director, 12/2006 – 8/2009
Managed 26 Instructors that served a student population of over seven hundred in English, Math, Library Science, Human Relations, Critical Thinking, Career Management and Internship.
General Education Instructor, for Career Core Courses.
- REMINGTON COLLEGE** Cleveland, OH
Student Services Coordinator, 7/2004 – 12/2006
Responsibilities included retention and the well being of our students by responding to their needs both on and off campus.
General Education Instructor, Taught Critical Thinking, Principles of Success, Human Relations, and English Communications courses.
- Healthcare Experience:**
- AMERICAN FAMILY LIFE ASSURANCE COMPANY** Independence, OH
Independent agent representing Aflac, 3/2010 – present
Sell the following value added policies to help contribute to employees' health through various wellness programs; accident, short-term disability, specified disease, hospital confinement, specified health event, intensive care, dental, life and vision.
- EMERALD HEALTH NETWORK** Cleveland, OH
Director of Corporate Development, 2/1998 – 7/1999
Facilitated a computer conversion for all health care products.
Developed a training team and implemented a classroom training program for associates to learn the new computer system.

QUALCHOICE HEALTH PLAN Cleveland, OH

Director of Operations, 8/1997 – 3/1998

Developed and guided an operational team for the conversion to a new computer system. Trained the operational trainers on the new computer system for company wide training sessions.

HEALTH BENEFITS OF AMERICA Salt Lake City, UT

9/1996 – 5/1997

Senior Manager of COBRA & Retiree Billing

Guided computer enhancements to achieve performance efficiencies and secure government compliance. Developed company wide training sessions.

Senior Manager of Kmart Operations

Guided the updating process of the training manual.

Adapted an auditing process to ensure quality improvement.

UNITED HEALTHCARE CORPORATION Salt Lake City, UT

5/1993 – 9/1996

Director Customer Service & Administration

Facilitated a computer and telecommunication conversion.

Manager of Contract Management, Dayton, OH

Negotiated hospital contracts and adapted processes to monitor for fraud.

Manager of EDI Providerlink, Dayton, OH

Marketed and directed the process of testing, developing and programming computer interfaces. Trained hospital and physician staff.

BLUE CROSS BLUE SHIELD OF OHIO Cleveland, OH

8/1979 – 5/1993

Account Executive Sales and Marketing

Manager of General Motors Claims System Implementation

Manager of Customer Service

Manager of Claims Processing

Education:

BALDWIN – WALLACE COLLEGE, Berea, OH

Master of Arts Education

Major: Administration

Certification: Integrated Social Studies

GPA: 3.8

CHANCELLOR/MYERS COLLEGE, Cleveland, OH

Bachelor of Science

Major: Business Administration

GPA: 3.5

License/Honors:

State of Ohio License Life & Health

Kappa Delta Pi Honor Society

Remington College Advisory Board Member

Baldwin-Wallace College Women's Club

Executive Women's Association

Lakewood Hospital Volunteer