

Sample Resume

J. Michael Pemberton, PhD, CRM, FAI
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Skills Summary:

Strategic visioning and creative intuitive faculty, servant-model leadership and consensus development, coaching and championing experience, entrepreneurship, professional and ethical standards development, big-picture view of information management, established oral and written communication effectiveness with audiences at all levels,

Achievements Summary:

Twenty-two years experience in information services, technologies, and management. Notable achievements in organizational development, management, problem solving, training, cost reduction, and funding development. Internationally known author (100+ publications on information management), speaker (80 presentations on information management), scholar, and editor in records and information management field (professional journal, journal board member, text editing); successful proposal writer; winner of achievement awards from Association of Records Managers and Administrators (ARMA International). Recognized exponent of professional, educational, and ethical standards in information work. Certified Records Manager (CRM).

Related Experience:

1996-present Interim Records Manager, Business Services, University of Tennessee, Knoxville. Lead staff of four; develop strategic planning, coaching, championing, marketing, revision of procedures; problem solving; expanded service base and represented program to university community; established cooperative initiatives with other information organizations on campus (e.g., Division of Information Infrastructure, University Archives).

Achievements: Lead customer-service award staff in meeting records management needs of hundreds of campus customers; represented service to prospects, senior administration, and campus partners; improved staff involvement in decision making; increased visibility of services; developed customer-satisfaction survey; improved charge-back system; developed outsourcing analysis; provided outreach and training to University Wide Administration and other University of Tennessee campuses.

1998-present Executive Editor and Chair, Editorial Board, The Information Management Journal, ARMA International

Achievements: Became but the third editor in journal's 33-year history; led initiative to change the name and the direction of journal toward broader scope, peer evaluation of all manuscripts; helped develop more contemporary look and formulated unprecedented

policies and procedures, including major author solicitation campaign; raised quality of content via higher standards for manuscripts; reorganized editorial staffing configuration; turned journal into a fully refereed publication; facilitated commitment to make journal responsive to reader interests and a business-venture success.

1999-present Professor, School of Information Sciences, University of Tennessee, Knoxville. Design and teach information management and technology courses; develop grant proposals; publish research and related writing; make scholarly and community-interest presentations; participate in professional organizations and faculty leadership activities.

1977-1999 Assistant/Associate Professor, School of Information Sciences, University of Tennessee, Knoxville. Similar to Professor, above.

Achievements: 65 publications on information management topics, 70 invited presentations on information management topics, eleven funded proposals, and fifty-seven published reviews of works in various media; fourteen diverse courses. Executive Editor, Information Management Journal.

1989-present President and Principal Consultant, Information Management Associates, Inc., Knoxville, TN. Team of Certified Records Managers (CRMs) design new records management programs and services, evaluate existing systems. Make recommendations for program creation, increase efficiency and cost effectiveness, identify vendors and coordinate services, develop co-ventures with other consultants, train personnel, determine funding needs and sources, write proposals. Diverse client base of public and private organizations.

Achievements: Competitively awarded needs assessment contracts (e.g., Johns Hopkins University, University of Missouri System, Knox County [TN] government); successful contracts with other organizations (e.g., King Business Forms, Oak Ridge Associated Universities, Murray State [KY] University, PAI Inc., Lawler-Wood, Oak Ridge Schools, etc).

1983-85 Records Management Officer, Business Services, University of Tennessee, Knoxville.

Achievements: Conceived and created records management program from scratch for large university; established strategic vision; sold non-mandated program to campus units; undertook needs assessments; developed policies, procedures, and program forms; developed annual budgets; microfilm feasibility surveys; storage facility design; equipment acquisition; strategic staffing needs analysis; PR and marketing efforts. Program saves institution over \$500,000 annually.

Certification:

Certified Records Manager (CRM), Institute of Certified Records Managers (ICRM), January 1, 1998.

Professional Memberships:

Member, Special Library Association, Association of Records Managers and Administrators (ARMA) International, Institute of Management Consultants.

Awards/Recognition:

Received international, national, and local career and performance awards from ARMA International: Chapter Member of the Year, first two-time recipient of ARMA's Britt Literary Award for best article in Information Management Journal, second recipient of the J. Lowell Langford Award, inducted as 21st Fellow, ARMA International (FAI); other local and international recognition.

Education:

M.L.S., (1975), University of Tennessee, Knoxville
Ph.D., (1973), University of Tennessee, Knoxville
MA, (1966), University of Tennessee, Knoxville,
BA, (1964), University of the South, Sewanee, Tennessee

Curriculum Vitae (available on request)

Professional Biography (available on request)