

JENNIFER HOLMES

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Summary

Result-oriented leader who easily cultivates trusting and productive relationships with staff, peers, external stakeholders, and community organizations. Expert in developing training programs, presenting information for broad understanding, and promoting community engagement in public-facing roles. Successful in building and maintaining relationships with diverse groups of people, utilizing teamwork to improve failing processes, and coaching employees to achieve their highest potential. Passionate about ocean and waterway conservation, public education and outreach, and boating safety.

Proven expertise in:

- Team and Relationship Building
 - Maritime Safety
 - Staff Development
 - Verbal and Written Communication
 - Process Improvement
 - Team Leadership
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PROFESSIONAL EXPERIENCE

State of WI, Department of Transportation, Madison, WI

Section Chief, 2019 to present

Manage the operations of two units, comprising five work groups, within the Bureau of Driver Services (BDS). Coach and develop two direct reports: Case Compliance Supervisor and Citations & Withdrawals Supervisor. Lead process improvement to align with organization mission and goals, with a focus on change management, IT resource utilization, and cost-reduction. Develop key metrics to analyze data for trends and identify strategies to affect customer satisfaction targets. Analyze and provide input on the impact of proposed legislation, making recommendations and developing non-budgetary statute recommendations for referral to legislative liaisons.

Key Contributions:

- Implemented OnBase software allowing paperless processing for most work in the Citations and Withdrawals Section.
- Member American Association of Motor Vehicle Administrators (AAMVA) National Driver Registry (NDR) Working Group representing Wisconsin, Illinois, Michigan, Minnesota and Missouri.
- Led a BDS team that developed a career goal survey which will be used by supervisors to develop a training and growth plan for each of their employees.
- Representative on the Governor's OWI Task Force.

Feld Entertainment, Palmetto, FL

Tour Business Manager, 2017 to 2019

Collaborated with venue management and internal stakeholders to negotiate payments based upon contracts and conduct event settlements in the U.S. and internationally. Trained and coached new employees on business procedures and processes. Addressed all financial and ticketing concerns for

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events through correspondence with management and stakeholders. Developed and maintained positive relationships with all business contacts regardless of contract disputes, language barriers, or cultural differences. Utilized company-specific software, EIS, to record settlements, monitor budget information, input box office statistics, process reports, and update cash requirements.

Key Contributions:

- Negotiated and closed 21 US and 12 international engagement settlements.

State of WI Department of Transportation, Greendale, WI

DOT Supervisor, 2008 to 2017

Oversaw transportation projects, community activity, and operations of DOT. Identified and implemented process improvements through collaborative efforts with regional staff and internal departments. Interacted with customers by responding to escalated complaints, questions, and concerns. Interviewed, hired, trained new employees and assisted existing staff to reach personal and organizational goals. Served as knowledge expert for internal and external parties on statute, policies, and processes. Delegated and prioritized team assignments to maximize productivity and meet expected deadlines. Analyzed and interpreted data to develop business strategies, forecast increases and decreases in activity, and plan for training. Presented DOT topics to diverse audiences including the elderly, the incarcerated, law enforcement, and new drivers.

Key Contributions:

- Coached and mentored 7 employees who later received promotions within the organization.
- Developed and presented training for new employees and team leaders on giving and receiving feedback, customer service, team-building, cash handling, and organ & tissue donation.
- Member of the team that researched, developed, implemented, and maintained the knowledge repository for the Division of Motor Vehicles.

EDUCATION AND CERTIFICATION

Studies in Psychology & History
University of Wisconsin – Parkside, Kenosha, WI

Certificates and Training

IT Support Certificate, Inspiring Leadership Through Emotional Intelligence (Case Western Reserve University) -Coursera

Instructor, Marine Safety Prevention Outreach Specialist, Leadership Level 1 Certification, HAZWOPER, Good Mate, Boat Crew training - USCG Auxiliary
FEMA Incident Command Training (IS. 100, 200, 210, 244, 300, 700, 800)

COMMUNITY SERVICE

Branch Assistant - Leadership Outreach, Vice Flotilla Commander, Flotilla Member Training Officer and Operations Officer, Division Marine Safety Officer and Secretary of Records, Boat Crew, Vessel Examiner, Instructor - U.S. Coast Guard Auxiliary, 2019-present

Board of Directors, New World Celts, Sarasota Chapter, Sarasota, FL, 2018-2019
Volunteer Coordinator and Event Volunteer, Special Olympics (WI & FL), 2010-2019