

**MARY HANIK**  
*Texas A&M University-Central Texas*  
*Killeen, TX 76549*

**CAREER SUMMARY**

Professional Management instructor and former corporate manager with extensive experience in marketing, sales, customer relationship management and engineering. Have a reputation for exceptional written and oral communication skills, including the ability to articulate objectives, strategies and tactics and negotiating in a win-win environment. Skilled in managing projects from concept to implementation.

**Area of Expertise:**

Organizational Management	Leadership
Interpersonal Skills	Conceptual Thinking
Creative Ability	Team Building
Customer Service	Supervision

**PROFESSIONAL EXPERIENCE**

**TEXAS A&M UNIVERSITY CENTRAL TEXAS** 2014 -CURRENT  
Adjunct faculty member within TAMUCT College of Business Administration, teaching Principles of Management, Business Communications and Research and Organizational Behavior.

**CENTRAL TEXAS COLLEGE**

**Associate Dean Central Texas College Far East** Summer 2015  
Responsible for foreign campus development and full and adjunct faculty and employees on campus sites across the Far East. Main campus located in Japan. Campus sites included Japan, Okinawa, Diego Garcia, Guam and South Korea.

**NCO Lead Contract Program Manager**

Jan 2014-2015  
Responsible for the operation, management and supervision of the Fort Hood NCO Lead Program and personnel, to include all instructors and clerks. Provide quality control of the administrative functions per the contract. Prepare yearly/monthly course offerings and schedule instructors, prepare monthly billing, weekly enrollment reports and prepare and monitor budget. Recruit and conduct hiring interviews and hold periodic reviews of instructors and clerks. Counsel soldiers regarding the Central Texas College/NCO Lead certificate programs. Received 'Employee of Year' December 14, 2014.

**Instructor Management**

2010-2015  
Instructor for Principles of Management, Business Law, Supervision, Business Principles, and Office Management and until January 8, 2014, instructor of management courses at Fort Hood's NCO Lead Program. Also instructor for Customer Service classes on Fort Hood. Enrollees in the class were Active Duty Service, Veterans and Civil Service employees.

**SPRINT / EMBARQ / CENTURLINK**

**Developer Markets / Western Senior Sales Manager**

1999 – 2009  
Coordinate communication needs of developers to meet customer's state-of-the-art demand. Primary point of contact in the retention of developers to broaden CenturyLink's customer base through marketing agreements with major corporations representing multiple dwelling units and tract-like residential service. Worked extensively with staff attorneys in creating and revising developer contracts. Interacted with customers on a daily basis and received excellent reviews for customer service.

Responsible for interacting, securing and maintaining contracts with military posts and bases located in our serving area throughout the United States. Coordinated with Garrison Command to establish relationships with DOD contractors. Extensive travel required.

- Number one in negotiating and securing marketing agreements within the Developer Markets Group for 5 consecutive years (2002 – 2006).
- Chairman's Club winner 2006

**PACS Administrator II**

1997 – 1999

Responsible for PACS (Project Administration Costing System) in NV and the Northwest. Duties entailed employee training and scheduling, processing reports, helping coordinate standardization of training documentation, data mining, acquiring security for new personnel, performing as a help desk supervisor and participating on committees which pertained to PACS and engineering. Travel required.

**PACS Implementation Team**

1995 - 1997

Managed and supervised the development, testing and training of 200 engineers and implementation of Sprint System's Project Administration Costing System in NV for engineering.

**Outside Plant Engineer**

1982 – 1995

Responsibilities included drafting, surveying, engineering cable routes and performing cost studies to maximize available capital dollars. Supervision of construction crews and working directly and indirectly with customers.

**Engineering Supervisor**

1981

Supervised construction crews and worked with customers. Engineered cable routing and cost studies.

**Repair and Test Board Supervisor**

1980

Direct supervision of repair, dispatch and test-board personnel. Conducted hiring interviews and held periodic reviews. Resolved customer complaints and directed customer relations. Met or exceeded monthly repair indices.

**Assignment Supervisor, Service Center**

1979

Supervised service order entry team for completion, installation service results and Public Service Commission service objectives. Had direct and indirect customer contact.

**ISC (Intra-State Circuit) Coordinator**

1978

Issued and completed special circuits with other communications companies.

**EDUCATION**

**MBA**, University of Phoenix

**BS**, Business Administration, University of Phoenix

Substantial technical training seminars and courses associated with engineering, supervision and management development

**COMMUNITY ACTIVITIES**

United Way

Killeen/Heights Rotary Club

Salado Rotary Club

KNCT Wine Classic

Village of Salado Zoning Board of Adjustments

Killeen Community Clinic Fundraiser

Vive Les Arts

Junior Review Club

March of Dimes

Association of the US Army (AUSA)

Killeen Family in Crisis Fundraiser

Peaceable Kingdom