



March 17, 2004 Bag

## ATLANTA CITY COUNCIL

HOWARD SHOOK  
COUNCIL MEMBER  
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March 17, 2004

**04-C-0790**

Cathy Woolard, Council President  
Atlanta City Council  
City of Atlanta  
55 Trinity Avenue  
Atlanta, Georgia 30303

Re: The Atlanta Commission on Women

Dear Council President Woolard:

It is with great pleasure that I submit Ms. Maria A. Webley as my nominee to the Commission on Women.

I am confident that Ms. Webley's experience and expertise will be an asset to the Commission. I have enclosed a copy of her resume for your review.

Please contact me with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Shook".

Howard Shook

HS:cwh

# MARIA A. WEBLEY

Telephone 404-349-6332 (Home) • 404-349-6360 (Fax) • Email: mariawebley@bellsouth.net

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## QUALIFICATIONS SUMMARY

Dedicated, innovative and well-organized management professional with **background in training development, training delivery and performance support/learning systems, education sales and support, and SAP applications**. Skilled in transferring knowledge to others and improving performance through learning. Well developed communication and problem solving skills with the ability to resolve difficult situations under adverse conditions. Likes travel, resolving customer service issues and persuading others. Thrives in a fast paced environment

**SAP AMERICA AND SAP PUBLIC SECTOR, Atlanta, GA**  
*Senior Education Account Manager*

**1997–2003**

**Designed, sold and executed training programs for SAP client project teams and end users.** Products and services included SAP's training curriculum, Knowledge Management solutions, SAPtutor (iTutor) and RWD Technologies tools such as Info Pak, eLearning and other education products. Provided ongoing support for customer training.

### **Accomplishments**

- **Exceeded sales of \$19 million** in education products and services.
- **Secured the largest education account in the history of SAP Public Sector (Internal Revenue Service). Other large customers included four U. S. Navy projects, U. S. Army, Commonwealth of Pennsylvania, First Energy. Designed and executed 90% of the training plans for Public Sector customers.**
- **Coordinated and hosted over 30 SAP classes for Federal clients.** Developed learning center for Federal customers supported by the District of Columbia office. Supported a training schedule with minimal resources.
- **Wrote education and training responses to over 300 Requests for Proposals, (RFPs) and other procurement requisition instruments.** Developed templates still being used, while supporting over 30 customers at a time.
- Participant in CEO Summit Program – *Leadership Recognition*

### *Human Resources Team Lead and Consultant*

Analyzed and organized customer requirements for configuration by team members. Defined training requirements for customers and helped customer transition to SAP language.

### **Accomplishments**

- *Human Resources Project Team Lead* - Identified and secured SAP consulting talent for the HR team. Led the HR team through the Analysis and Modeling phase. Completed analysis of customer master data, recruitment and benefits requirements. Developed position paper on HR enterprise structure and documentation to show how SAP capabilities would support customer requirements. Developed cost savings proposal associated with implementing hourly payroll. Produced learning assessment and training recommendations for members.
- *Human Resources Functional Team Member* - Participated in ASAP Blueprint phase by gathering benefit requirements for customers. Developed the Project Team Kickoff presentation and helped develop the functional, development and technical team training plans and schedules. Provided additional support for the team by customizing INFODB courses, providing training administration and working with SAP support organizations, ASAP research and knowledge transfer.
- *HR050 and ASAP Course Delivery* – Co-taught HR050 Human Resources Business Process Overview and the Accelerated SAP Methodology courses before taking the Education Account Manager position.

STEELCASE, INC., Grand Rapids, MI  
*Project Leader: SAP/HR Planning Components*

1989 –1997

**Core member of SAP/HR Reengineering Project Team implementing services to 10,000+ salary and hourly global employees. Led Personnel Planning project team** in the analysis, design, configuration, development, testing and implementation of Organizational Planning, Qualifications and Training/Events SAP components.

#### Accomplishments

- **Led the development of SAP/HR learning opportunities and training to support users.** One of the first to configure Training and Events, Benefits and Personal Development business rules (used later at Central Michigan University). Developed budget plan for training 400+ staff.
- **Developed and documented Personnel Planning and Development configuration** specifications including recommendation for re-engineering, consolidation, and configuration of job titles into SAP jobs and positions for the corporation.
- Interfaced with vendors and suppliers to ensure integration of services with component processes.

#### *Consultant, Human Resources Performance Development*

- **Managed training, education and development activities** to support department and corporate goals associated with cultural change. Identified performance needs and provided services to assist in changing or improving performance. Negotiated contracts and acquired leadership, technical, team building and interpersonal training programs.

#### Accomplishments

- Developed and managed **\$500,000 training budget; Negotiated over \$200,000 in savings/discounts** with vendors; instituted vendor consortium training.
- **Developed ISO Quality System Training Assessment/Planning and Training/Testing** procedures. Introduced use of electronic self-study testing of Information Technology procedures and evaluation of courses/workshops.
- Led World-Class Performance team that **created the first Coaches Award Program.** Established Career Development processes (core competencies, staging methods and performance appraisal).
- **Coached displaced and workers compensation employees** into gainful positions.
- Assisted corporate Human Resources Department in **developing, delivering and training of Performance Management/Development System** for approximately 2000 salaried employees. Recognized as leader for the on-going successful implementation of Information Technology programs.
- **Delivered 50+ career development (Novations Four Stages), leadership (Wilson Learning and DDI), team interaction skills (DDI) and diversity management workshops and interventions.**
- Designed and delivered Diversity Management Training program (including selection of Diversity Stewards/Trainers) for over 950+ managers and supervisors.
- Chaired/Co-Chaired: Corporate Headquarters Tenants' Council, Diversity Network, and Corporate Cultural Change Leadership Council.

#### EDUCATION AND PROFESSIONAL DEVELOPMENT

Masters of Arts; College of Educational Leadership; Human Resource Development, WESTERN MICHIGAN UNIVERSITY, GRAND RAPIDS, MICHIGAN

Bachelor of Industrial Administration; Emphasis: Manufacturing Management, Minor: Industrial Engineering, GENERAL MOTORS INSTITUTE, FLINT, MICHIGAN

SAP AMERICA: SAP Human Resources Consultant Training

## MARIA A. WEBLEY

### ADDENDUM

#### COMMUNITY AND PROFESSIONAL ACTIVITIES

- Co-Chair, CEO Search and Selection Committee **Grand Rapids Urban League Board of Directors (1995 - 1997)**
- Led board development process that influenced creation of current vision, mission and strategic goals by board members. **Developed competency model and performance measurement criteria based on strategic goals**
- **Volunteer coach/counselor for the Atlanta Small Business Administration/SCORE (SCORE is the Core of Retired Executives) – coaches potential small business owners on business plans and capital funding strategies**
- **Volunteer Coach for Women's Employment Opportunity Project (WEOP) – Working with executive management team to develop training programs for volunteers in the areas of coaching, team facilitation and other areas as needed. Coaching women entrepreneurs**
- Member: South Fulton County Chamber of Commerce, 2004 Planning Committee
- Member: Metro Atlanta Chamber of Commerce, Education and NetWeaving Committees
- Member: International Society of Performance Improvement

#### PARTNERSHIPS:

- **Vital Learning – Affiliate/Distributor of Leadership/Supervisory, Customer Service, Sales and Productivity learning programs**
- **Targeted Training International (TTI) – Distributor of DISC and Online Assessments**

#### CERTIFICATIONS and PROFESSIONAL TRAINING:

- **Novations Group: Four Stages Career Development Facilitation**
- **Development Dimensions International (DDI): Interaction Management and Team Action**
- **Wilson Learning: Leader-Manager Management Skills**
- **Inscope/Carlson Learning Performax Assessments: DISC, Innovate w/CARE, and Diversity Workshops**
- Diversity Management Training
- **Group and Team Facilitation Skills Certification** (in process)
- Certification as a Professional Coach (in process)

#### OTHER CORPORATE EXPERIENCE:

- Curriculum Manager responsible for negotiating contracts with courseware suppliers and training providers. Developed Data Communication and Open Systems curriculum (workshops and short seminars for technical employees). Developed and delivered Computer Based Training and courses for sales and technical employees on data communication and programming skills
- Traveled internationally as a recognized expert in the field of Open Systems International standards delivering lectures and courses to clients, special interest groups and employees to promote EDS technical expertise. Served as American National Standards Institute (ANSI) Vocabulary Rapporteur
- Managed multiple project groups for the installation and migration of graphics engineering hardware and software; managed Cost Allocation system (computer services charge-back), negotiated Service Level Agreements for Technology and internal teams

