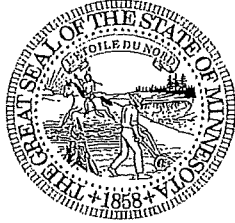


STATE OF MINNESOTA

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President of the Senate



MARK DAYTON  
GOVERNOR

NOTICE OF APPOINTMENT

**April Ho-Nishimura**

15130 Ely Avenue  
Apple Valley, MN 55124  
County of Dakota  
Congressional District 2

Because of the special trust and confidence I have in your integrity, judgment, and ability, I have appointed and commissioned you to have and to hold the office of:

**TRUSTEE MEMBER**

**MINNESOTA STATE COLLEGES AND UNIVERSITIES BOARD  
OF TRUSTEES**

Effective: July 15, 2018  
Term Expires: June 30, 2024

This appointment carries with it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Minnesota to be affixed at the Capitol in the City of Saint Paul, July 10, 2018.



*Mark Dayton*  
\_\_\_\_\_  
Governor

*Steve Simon*  
\_\_\_\_\_  
Secretary of State

Replacing: Ann Anaya

# Application for the position Member At-large

## Part I: Position Sought

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Agency Name: Board Of Trustees Of The Minnesota State Colleges And Universities System

Position: Member At-large

## Part II: Applicant Information

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Name: Ms. April Ho-Nishimura

Phone:

Mailing Address: 15130 Ely Ave Apple Valley 55124

Email: pradagirl23@hotmail.com

County: Dakota

Mn House District: 57A

US House District: No Answer

Recommended by the Appointing Authority: False

## Part III: Appending Documentation

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### Cover Letter and Resume

Type	File Type
Resume application/pdf	

### Additional Documents (.doc, .docx, .pdf, .txt)

Type	File Name
No additional documents found.	

## Part IV: Optional Statistical Information

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Gender: Female

Disability: No

Age: 45

Political Affiliation: Republican

Ethnicity: Asian or Pacific Islander

Hispanic, Latino or Spanish origin: No

## Part V: Signature

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Signature: April Ho-Nishimura

Date: 5/12/2018 8:07:23 AM

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# April Nishimura, MBA, LSSBB, CSPO

## Continuous Improvement Executive

### AREAS OF EXPERTISE

Strategic Planning

Talent Development

Process Improvement

Sales Management

Call Center Management

B2B & B2C Sales

Change Management

Program Management

Project Management

### EDUCATION

MBA, Business Administration  
Pepperdine University  
Malibu, California

BA, Communications  
University of Hawaii  
Honolulu, Hawaii

### PERSONAL DETAILS

April Nishimura  
15130 Ely Ave  
Apple Valley, MN 55124  
M: 817-905-7706  
[anishimura@mac.com](mailto:anishimura@mac.com)

### Personal Summary

Miracle worker and meticulous strategist with 15+ years experience building, coaching, developing and managing teams that translate strategy into results. Certified Lean Six Sigma Black Belt, Certified Scrum Product Owner, visionary executive leader of people and communications master.

### Work Experience

#### GLOBAL FINANCE DIRECTOR - ECOLAB CORPORATE

2017- PRESENT

- Senior Leadership Team Finance Director, Continuous Improvement Deployment Director. Lead annual strategic planning for function objectives, strategies, goals and measures in accordance with CFO annual targets.
- Facilitate the creation and presentation of the monthly Global Business team operations review with CFO.
- Manage Business Technology Solutions team of 2 senior managers, 11 developers, business analysts and technical project managers. Set global strategy, process governance and SLA goals for technical project management and service delivery for global finance applications and support.
- Established and built 2 regional Finance Shared Services Continuous Improvement hubs in Latin America and Europe. Manage team of 2 deployment leaders and 13 LSS Black Belts in North America, Latin America and Europe. Accountable to develop, staff and govern Global Business portfolio of 90+ global projects and \$21M in financial targets. Develop career path for 25 active Global Great Belts.
- Identify, recruit, mentor and coach team of high potential talent into LSS Black Belt positions, build pipeline of leadership across shared services, corporate finance and commercial digital solutions.
- Improved YVM Engagement for functional team from 53% to 85% within 1 year.

#### PRODUCT INNOVATION DIRECTOR - ECOLAB TEXAS

2014 -2016

- Manage strategic project chartering and implementation for Commercial Solutions and Marketing Technology Product Innovation. Utilize Agile Scrum methodology and traditional project management methodology to deliver technical projects.
- Lead mobile app and website UI/UX and marketing program for Prep-n-Print Flex, a next generation technology product for Ecolab. Facilitate overall project plan including vendor management, product sourcing, R&D product design, IT software development, sales and fulfillment process through launch. Develop and deliver executive presentations, mentor team members through project obstacles. Provide governance on all project deliverables, and cost management. Provide consistent leadership to cross-functional team to ensure consistent communication and collaboration towards the collective project goals.
- Lead project identification and project prioritization for process improvement initiatives for FSS, a \$95M division within Ecolab Institutional. Coach, develop and mentor project teams on Lean Six Sigma DMAIC methodology, tools and resources.

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M: 817-905-7706  
[anishimura@mac.com](mailto:anishimura@mac.com)

- DMAIC project- Contract Management System design and implementation Project completed within 24 months with \$94k in type 2 and 3 savings. Managed 2 software developers, executive updates, QA process through full implementation across Sales, Finance, Marketing and Business Information teams. 2015 FSS Division Star Award for groundbreaking project delivery.

- DMAIC project to reduce duplicate account processing by 50% within 6 months. Duplicate accounts cause direct marketing waste, incorrect customer billing and poor customer satisfaction. Project reduced duplicate accounts by 65% within 6 months by identifying new IT solution requirements, yielding Type 1 and Type 2 cost savings of \$45k.

**SENIOR MARKETING MANAGER- ECOLAB 2010- 2014**

- Design and implement B2B channel marketing strategy in collaboration with Sales VP. Manage team of 4 marketing managers and associates.
- Outbound Calling project to identify B2B customer needs and initiate the management, sales structure, metrics and methodology for outbound selling. Designed the process, lead generation, job requisitions, performance metrics, training content and behavioral coaching model from ground up through full scale implementation. Program achieved \$1.2M in sales over R12 months.

- DMAIC project to reduce "hot swaps" within the Prep-n-Print technology product line. Project yielded \$164k combined type 1 and type 2 savings within 12 months by improving product design, corporate account program design and creating product control metrics.

- Designed and launched Corporate Account Food Safety Programs for Chipotle and Panera Bread chains. Chipotle program yielded \$2.7M incremental sales in new OEM floor care tool program. Panera yielded \$2M incremental sales in new food labeling programs.

**SALES/MARKETING DIRECTOR - VIRTUAL VELOCITY 2008 - 2010**

- Co-owner of consulting business delivering "QAOR - Quality Assurance Operational Reviews" for Call Centers to assess improvement opportunities in sales, attendance and call center efficiency.

- Develop and deliver Lean Six Sigma training within client customized needs.

- Manage the contracts and hiring for contract project managers.

**FIOS CUSTOMER EXP MANAGER - VERIZON CORPORATE 2005-2008**

- Manage, coach and develop team of 8 senior managers. Develop and implement FiOS voice, data and video Customer Experience improvement initiatives across U.S. Retail Markets of 2.5 million broadband and 1.9 million television customers.

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- Consult with Regional Consumer Market Call Center Directors to analyze, improve average handling time, sales and customer satisfaction KPIs.

- Verizon Corporate VP Award - Project Manager for "Full Court Press" initiative across 15 Consumer B2C Retail Market Call Centers, North America. Initiative deployed 52 staff support managers throughout 15 calls centers to monitor calls, analyze data, develop training and solutions to reduce call handling times, reduce customer complaints and increase FiOS sales.

- Managed \$13M FiOS Business Operations annual budget including new projects, statements of work, expense reporting, consumables and contract management staff.

AREAS OF EXPERTISE

Strategic Planning

Talent Development

Process Improvement

Sales Management

Call Center Management

B2B and B2C Sales

Change Management

Program Management

Project Management

- Oversee executive and legal customer relations FIOS complaints process, collaborate with corporate General Counsel on PUC regulatory requirements.

**SALES DISTRICT MANAGER - VERIZON NEW ENGLAND 2003-2005**

- Facilitate change management initiatives for 8 regional inbound IBEW unionized sales centers. Led strategic planning and vision setting for sales management team. Championed "Build the Bench" Talent Development program for 1st and 2nd level Call Center Management.
- Built and managed Consumer Retail Markets first "Encore" call center focused on retention of our top customers in New England Market. Managed team of 12 front line supervisors, training managers, resource managers and IT managers with combined 100 indirect reports. P&L responsibility. Center success metrics led to the expansion of 5 Encore centers across North America.
- Sales Optimization Program development and implementation across regional call centers to enable Call Center Managers with tools, reports and analytics to drive sales behaviors. Recipient of VP Transformational Leadership Award, 2004

EDUCATION

MBA, Business Administration  
Pepperdine University  
Malibu, California

BA, Communications  
University of Hawaii  
Honolulu, Hawaii

**SALES MANAGER - VERIZON CALIFORNIA 2000- 2003**

- 3x Diamond Club Sales Award, Top Sales Supervisor Retail Markets. Executive recognition at annual awards destination trips
- 2x Verizon Excellence Award Winner (Team award and individual award) for Customer Experience Program Development & Implementation in California and New York inbound call centers.

Software Expertise

Windows OS, Microsoft Office: Outlook , Visio, Excel, PowerPoint, Project

MAC OS Pages, Numbers, Keynote, Parallels

MiniTab, Sharepoint, Drop Box, WebEx, Skype, Lync

SAP SE, Salesforce.com

PERSONAL DETAILS

April Nishimura  
2020 Alma Court  
Keller, Texas 76248  
M: 817-905-7706  
[anishimura@mac.com](mailto:anishimura@mac.com)

Community/Extra Curricular Activities

Ecolab Executive Mentor	2017 - present
Ecolab Manager Essentials Training Facilitator	2018 - present
Ecolab E3 Professional Development Chair, DFW Region	2013 - 2016
Ecolab Community Grant Chair, DFW Region	2014 - 2015
Dallas Asian Chamber of Commerce, Board Member	2007 - 2011
Dallas MEED Ctr (MultiEthnic Education & Development Center) BOD	2008 - 2010

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