

## Anne Klein

21100 Aubrecht Shores Drive  
Pine City, MN 55063  
anne\_m\_klein@hotmail.com  
(320) 322-2110  
(763) 923-3446

---

### Education

- Doctor of Philosophy in Organization and Management** Expected 2011  
Capella University - School of Business and Technology, Minneapolis, Minnesota  
ABD – Committee Approved Proposal – Does Workplace Bullying Matter?  
Concentration: Leadership  
GPA – 4.0/4.0
- Master of Business Administration** 1988  
University of Minnesota - Carlson School of Management, Minneapolis, Minnesota  
Concentration: Corporate Finance
- Bachelor of Arts** 1986  
Augsburg College, Minneapolis, Minnesota  
Majors: Economics and Business Administration  
Cum laude graduate

### Teaching Experience

- Adjunct Faculty** 1992 - 2004  
Minnesota State Colleges and Universities 2007 – Present  
St. Cloud State University, Metropolitan State University, and Anoka-Ramsey Community College  
Courses taught: *Strategy, Principles of Management, Introduction to Business, Supervision, Strategic Management Accounting, Business Ethics, Business Math, Principles of Marketing, Written Business Communication, Keyboarding, Introduction to Computers, Microsoft Office, Individual and Business Income Taxes, and Payroll Accounting.*
- Provide instruction and leadership an average of five credits per semester to 15 to 45 undergraduate students.
  - Develop curriculum for each new course based on course objectives.
  - Select appropriate textbooks for instruction and teaching.

### Professional Experience

- Anatomical Advisors** 2009 – Present  
Principal
- Founder of business-consulting firm that specializes in assisting organizations achieve results through people.
  - Created customized management training for all levels of the organization in manufacturing firms.

## Professional Experience, continued

### **Fairview, Minneapolis, Minnesota**

2007 – 2010

#### Director, Human Resources

- Developed a three-year talent management strategy, which included a workforce plan.
- Led the People Pillar for the Care System in support of the strategic business objectives.
- Partnered with Human Resource colleagues to improve the quality, service and compliance of HR service delivery.
- Aided in the creation of a new care delivery model, which included job analysis, compensation analysis and skill assessment.
- Led the negotiations for the renewal of union contracts, which resulted in timely agreement within the defined budget.

### **Xcel Energy, Minneapolis, Minnesota**

2001 - 2007

#### Director, HR Operations and HRIS

2001 – 2007

- Managed the design, development, and implementation of leading edge HR service delivery solutions.
- Oversaw major PeopleSoft implementations and upgrades.
- Participated in labor related negotiation and administration with a population that is 55% union.
- Performed the functions of HR Controller, which included budget management, project financial analysis, forecasting and reporting of benefits and pensions, and all HR accounting related activity.
- Improved the operations through improved design of the function, streamlined processes, strategic investments in technology and Human Resource Outsourcing (HRO).
- Executed Sarbanes-Oxley requirements for key controls on the Employee Life Cycle.

#### Director, HR Generalist

2006 – 2007

- Designed and delivered a workforce planning strategy that considered the needs and business objects for the business areas.
- Served as a key implementer of the execution of the People Strategy.

### **Medtronic, Minneapolis, Minnesota**

1996 - 2001

#### Director, HR Operations Center

1998 – 2001

- Administered an annual budget of \$4.2 million dollars.
- Ensured legal compliance of tax reporting and employment law, GAAP and qualified and non-qualified plan management
- Oversaw the U.S. management of the worldwide PeopleSoft HRMS and associated modules (HRIS), controlled the utilization of employee self-service technology, including Interactive Voice Response (IVR), knowledge database, and Intranet.
- Oversaw all enhancements and upgrades of PeopleSoft HRMS.
- Reduced the cost per employee 143% over a three-year period with operating efficiency and effectiveness.

## Professional Experience, continued

### Medtronic, continued

Project Manager 1997 – 1998

- Created an HR Operations Center by combining HRIS, payroll, and benefits administration into a world-class, integrated HR service delivery model.
- Ensured effectiveness by fully integrating the process improvements, functional knowledge, staffing and service measures.

Payroll Manager 1996 - 1997

- Oversaw the reporting of all payroll and benefit costs per GAAP.
- Directed the accurate and timely filing of all federal, state, and local payroll tax returns and other legally required reporting.
- Facilitated the proper functioning of inter-department processes with Benefits, Human Resources, Compensation and Legal and managed the Payroll portion on PeopleSoft's HRMS and the time collection system.

**Norwest Corporation (Wells Fargo) , Minneapolis, Minnesota** 1994 - 1996

#### Service Accounting Manager

- Managed a staff of 25 and oversaw the departments of Accounts Payable, Fixed Assets, and Customer Accounting; ensured placement of appropriate internal controls; controlled the Corporation's policies and procedures; assured compliance with laws and regulations; prepared and managed a \$2.5 million budget; provided research on sales tax questions for all states; promoted open communication; and diversity.
- Developed and implemented a new service delivery model for Accounts Payable that enhanced quality and service for the organization.
- Implemented PeopleSoft fixed assets and accounts payable technology.

**FMC/Naval Systems Division, Minneapolis, Minnesota** 1988 - 1994

- Held positions of Cash Manager, Supervisor of Billing and Accounts Receivable, Business Finance Analyst, and Supervisor of Accounts Payable and Travel.

## Conference Publications

Klein, A.M. (2010, October). *Board of directors: When intention is different than realized*. Conference conducted at the Midwest Academy of Management, Grand Forks, North Dakota.

Klein, A.M. (2010, March). *Business consulting: A marketing strategy for the entrepreneur*. Conference conducted at the annual Association of Marketing Theory and Practice, Hilton Head, South Carolina.

Klein, A.M. (2010, January). *Workplace bullying: Why do organizations care?* Conference conducted at the Sustainability in Business: Vision, Practice, and Education, Minneapolis, Minnesota.

## Presentations

*Board of directors: When intention is different than realized.* Presented to the conference attendees at the Midwest Academy of Management annual conference, Grand Forks, North Dakota, 2010.

*Business Consulting: A Marketing Strategy for the Entrepreneur.* Presented to the conference attendees of the annual Association of Marketing Theory and Practice, Hilton Head, South Carolina, 2010.

*Evidence-Based Management.* Presented to the attendees of Leadership Lessons at Pine Technical College's Breakfast Briefing, Pine City, Minnesota, 2010.

*Workplace Bullying: Why do Organizations Care?* Presented at the conference conducted by Argosy University on the Sustainability in Business: Vision, Practice, and Education, Minneapolis, Minnesota, 2010.

*The Journey: A Framework for Growth.* Presented at symposium conducted by PANEL, Pine City, Minnesota, 2009.

*Courageous Conversations.* Presented to the attendees of Leadership Lessons at Pine Technical College's Breakfast Briefing, Pine City, Minnesota, 2009.

*Courageous Conversations.* As the key note speaker, presented to the Minnesota Occupational Nurses Association, Bloomington, Minnesota, 2008.

*The Rise and Fall of HR Service Delivery.* Presented to conference attendees on HR operations centers, New Orleans, Louisiana, 2006.

## Professional Associations

The Academy of Management	2009 - Present
Society of Human Resource Management	2002 - Present
Institute of Management Association	1990 – 2010

## Grants

<b>HealthForce Minnesota</b>	2010
Standardized Orientation for Nursing Students	

## Institutional Service

Healthcare Alliance	2008 - 2010
---------------------	-------------

### Elected Official/Public Office

City Council Member City of East Bethel	2006 – 2009
Vice President of Economic Development Authority	2007 – 2009
Vice Chair of HRA	2008 – 2009
Liaison of Roads committee, Finance committee, and Police and Fire Department	2006 - 2009

### Certifications

Certified Management Accountant (CMA)	1991
---------------------------------------	------

### Strengths

Following a 30-year study, the Gallup organization created an assessment to identify an individual's top five strengths from 34 themes.

**Activator** – When can we start? Klein makes a decision, takes action, looks at the results, and learns from the experience.

**Connectedness** – Things happen for a reason. Klein is a bridge builder, with strong faith, that believes others must not be harmed because it will only harm ourselves.

**Futuristic** – Wouldn't it be great if ...? Klein enjoys peering over the horizon who sees visions of what could be and who cherishes those visions. People will latch on to the hope that Klein brings.

**Learner** – Klein loves to learn and is drawn to the process of learning. Klein is energized by a steady, deliberate journey from ignorance to competence, with the outcome of the learning being less significant than the "getting there."

**Strategic** – Klein is able to sort through the clutter and find the best route, which is a distinct way of thinking that cannot be taught. This allows Klein to see patterns where others see complexity.

### Professional Development

The Leadership Advantage A comprehensive 12-month leadership development program, Xcel Energy	2004
Leadership Series for Women College of St. Catherine	2001
Masters in Accounting Graduate level accounting courses	1994

### **Professional Development, continued**

Mini Masters in Software Development and Design St. Thomas University	1991
--	------

### **Community Involvement**

Co-founder, The White House Project	2009 - Present
Board of Directors of East Central Minnesota Workforce Partnership	2008 - Present
Board of Directors, Argosy University	2008 – 2009
Board of Directors, Chrysalis/Tubman	2004 – 2010
Board of Directors, St. Mary's MBA Advisory Board	2006 – 2007

### **Volunteer Experience**

Minnesota Quality Award Evaluator	2000
Minnesota Accounting Aid Society	1988 - 1992