

CATHY HILL
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SUMMARY

Enthusiastic, energetic leader with 20+ years experience in Corporate Business. Extensive experience in Strategic Planning, Project Management, and Process/Curriculum Development in the Business, Leadership, and Training environments. Problem solver who enjoys motivating others and accepting new challenges in the corporate environment. My track record in the curriculum development and training areas is stellar. Clients' critiques provide rave reviews of the impact and lasting effects my training has on individuals.

SKILLS

Extensive knowledge and passion in the following skill areas:

- Training, Development, Facilitation
- Professional Speaking
- Leadership
- Personal & Professional Coaching
- Competency (soft skills), Branding, Leadership Curriculum Design
- Youth Coaching, Mentoring, and Development
- Call Center Management of Applications and Call Center Personnel
- Technical use of all Microsoft Office products

EXPERIENCE

C. HOLLOWAY HILL ENTERPRISES, Louisville, Kentucky

Entrepreneur/CEO

August 2007 - Present

C. Holloway Hill Enterprises is a personal and professional development company created to offer unique and customized programs for our clients. Through our workshops, seminars, motivational presentations, radio/TV show topics, and individual coaching sessions, we empower our clients to discover their potential, embrace change, unleash their brilliance ultimately designing the life of their dreams. Our goal is to provide a higher level of awareness for our clients transforming them from an ordinary existence to extraordinary lives. Our programs are designed to focus on every aspect of the client's life – emotional, physical, mental, and psychological resulting in a complete transformation. Training includes (but not limited to) change management, leadership, communications, customer service & loyalty, diversity & inclusion, work/life balance, managing conflict & confrontation, project management, time management, stress management, and career transition services. We conduct needs' assessments, customize and design training curriculum, and manage the entire roll-out programs for creation to implementation.

Responsible for growing the business as well as training consulting, curriculum design, behavior modification, workshop facilitation and individual coaching. Our nationwide client-base includes (but not limited to) Camp Atterbury Job Corp, Girl Scouts of Central Indiana, Kentucky One Health, Norton's Healthcare, Enterprise Leasing, Girl Scouts of Central Indiana, IBM Corporation, Chevron, Fred Pryor/Career Track, Ivy Tech, IUPUI, and Mays Chemical.

BROWN-FORMAN CORPORATION, Louisville, Kentucky

Senior Executive Director, Telecommunications

January 1999 – Aug 2008

Job responsibilities included:

- Investigating and recommending telecom solutions to all Brown-Forman Beverage domestic US and international locations.
- Working with the Data and Voice tech management teams to integrate multi-solutions on a single platform.
- Extensive work with the Executive (C-level) management personnel to offer technology solutions to meet their team's requirements. Experienced with all aspects of telecommunications, including VoIP, multiple WAN protocols, telephony protocols.

BROWN-FORMAN CORPORATION, Louisville, Kentucky

Manager of Voice Communications

Jan 1995 – Jan 1999

Job responsibilities included:

- Effective planning, implementation and control of voice communication facilities to include voice systems, circuits and long distance services, along with associated voice communication hardware.
- Managed an assigned budget and was the primary interface with outside vendors.
- Reviewed and recommended appropriate hardware/software and developed proposals for system additions and changes throughout all BFBW locations, including Lenox and Hartmann.
- Managed five (5) direct reports including a Call Center with VoIP Call Center applications.

IBM CORPORATION, Indianapolis, IN

Information Technology Analyst

Jan 1989-Jan 1995

Project Manager that designed and implemented Corporate changes within the Information Systems environment. Responsible for PBX systems Design for telephone systems, and created and maintained disaster recovery plan. Recognized with several awards for outstanding project management.

IBM CORPORATION, Indianapolis, IN

Information Technology Analyst

Jan 1989-Jan 1995

- Designed and implemented a virtual/mobile office environment which eliminated real estate Corporate costs and resulted in a \$4 million savings to the Indiana district the first year and a \$6 million savings each year thereafter.
- Planned, developed and initiated the Indianapolis Customer Service Center (ACD environment) which eventually supported the Midwestern five State area.
- Conducted an analysis of the Customer Service Center and implemented an upgrade of 80 workstations in which a newer/more efficient Phone application was installed.

EDUCATION and TRAINING

Certification in DISC Self Assessment and Facilitation, DISCert

Certification – Diversity Training & Customer Service, PWN Network

Certification - Life Coaching, PWN Network

Brown-Forman Executive Leadership Training

IBM Professional Development: Over 2000 hours Leadership Development, Communications, Project Management, Employee Recruiting and Development training

B.S., Computer Science – Pacific Western University

Business Administration Diploma – Sullivan College

AWARDS/RECOGNITION

Torchbearer Award – Governor Mitch Daniels

Brown-Forman Employee Choice Award (15 total)

Brown-Forman Manager’s Choice Award (12 total)

CIO’s Choice - Project of the Year

IBM Means Service Award

IBM Regional Administration of the Year

IBM Customer Satisfaction Award

IBM Regional Manager’s Award (4 total)

Leadership Award (Brown-Forman)

Brown-Forman Outstanding Project Manager Award (4 total)

REFERENCES

Available upon request