

DEE FRETWELL

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SUMMARY

Operations and systems management specialist who loves demystifying business operations and developing efficiencies and sustainable growth within organizations. With over a decade of operations experience, I am a passionate facilitator of strong relationships with both clients, sourcing agents, and more. Seeking for a long-term position in which I can continue developing those types of relationships and building value through transparency and authenticity.

EDUCATION

2022 Master's in Data Science

Eastern University, Pennsylvania

2021 Certified Scrum Master & Agile Leader -

Six Sigma Global Institute

2021 Certificate in Diversity, Equity, and Inclusion – University of South Florida

2020 Certificate in Business Analytics –

Harvard Business School

2018 Master of Business Administration (MBA) – Southern Oregon University, Ashland OR

2004 Bachelors of Science (BS) – Southern Oregon University, Ashland OR

HIGHLIGHTS

- Time management driven
- Self-starter
- Adaptable
- Team oriented

INSTRUCTOR EXPERIENCE

Instructor (In-person, Online, Hybrid) Southern Oregon University

March 2018 - Present

Undergraduate Credit Count: 200+ hours

Graduate Credit Count: 60+ hours

Courses Taught: Business Department – Business Communications (BA 324), Principles of Management (BA 374), Strategic Operations/Operations Management (BA 380), Business Policy and Strategy (BA 427), Marketing Policy & Promotion (BA 432/532A), Direct Marketing (BA 435), Nonprofit Management Certificate Program courses: (BA 412/512, BA 430/530A, BA 430/530B, 462/562, 468/568, 480)

Instructor (Online) University of North Georgia – 2018 - 2020

Courses Built and Taught: Human Services Department – Organizing Human Services Delivery (HSDA 3150), Program Planning/Evaluation/Funding (HSDA 3190)

SPEAKER/CAREER HIGHLIGHTS

- ☐ **Aalto Creativity Symposium** - Finland, Academic Presenter, September 2021; *Marketing in an Equitable World*
- ☐ **WEAI - Western Economic Association International**
2021 International Conference, Academic Presenter, March 2021

- o *Wage Stagnation: Investigating the Divergence between Wage Growth and Workforce Insecurity*
2021 96th Annual Conference, Academic Presenter, June 2021
- o *Reconsidering the Remote Workplace: Leveling the virtual playing field*
- **Academy of Management, 2021**
Academic Peer Reviewer
- **Information Management and Management Science, 2021**
Technical Committee, Executive
- **Guest Lecturer at Regional Universities:**
 - o **University of Oregon:** 2015 & 2016 – 400 level Undergraduate Marketing classes, MBA Graduate Marketing classes, Social Media Club
- **Keynote:**
 - o **2016 Provender Alliance** – Future Provenders: Young game changers, the challenges they face, and what we can do to help
- **Panel Member:**
 - o 2015 Oregon Ashland Innovators Conference
 - o 2017, 2018 Oregon Non-Profit Leadership Conference

RECENT INDUSTRY EXPERIENCE

**Vice-President, Operations, EcoTeas Organic & Fair-Trade Teas
September 2007- November 2016**

STRATEGIC PLANNING/ OPERATIONS

- **Supply Chain Management:** including assembly items, supply materials and finished goods from the US, Argentina, Brazil, China, India, and South Africa
- **Monthly Product Line purchase forecasting:** monitored schedules, purchase orders and communication with suppliers for purchasing, receiving, shipping and order fulfillment.
- **Project Management:** Implementation of company initiatives, new internal programs, processes, and additional development for whole team integration.
- **Certification process management** (Fair-Trade, Organic, Kosher, Non-GMO) including the preparation, facilitation, and annual inspections.
- **Managed** the entirety of Customs Import/Export submissions and tracking.
- **Finalized pricing strategies** and oversaw price changes for annual price fluctuations.
- **Inventory management and control:** Included all inventory use and forecasting on an annual basis through quarterly reviews of sales and product use.
- **Primary Account Manager:** Whole Foods PNW/Whole Foods North-Atlantic, Cost Plus World Market, Raley's, New Seasons
- **Account Acquisition Notables:** Cost Plus World Market, Costco, New Seasons, PCC
- **Supply Customers:** Australia, UK, Canada, and Central America
- **Channel Product Launch**

Board Member Involvement & Positions

Rogue Valley Mentoring, Scienceworks, Rogue World Music, Acoustic Sound, Oregon Nonprofit Leaders Conference, Movement4Movements, Ashland Independent Film Festival