**MICHAEL J. LISKE, MBA**

 College Station, TX 832.654.5281 michael.liske@me.com

High-performing leader and educator who has proven success in creating successful online and face-to-face learning and work environments while leading classes and operations in academic and healthcare settings. Motivated individual who has current and previous experience with leading large groups of employees and teams. Results-oriented professional with extensive experience in higher education, healthcare, and the private sector. Gallup Top 5 Strengths: *Responsibility, Deliberative, Relator, Restorative, Analytical*

# EDUCATION

M.B.A., Master of Business Administration February 2006

Regis University, Denver, CO

B.A., Human Resources June 1997

Briar Cliff University, Sioux City, IA

# CURRENT PROFESSIONAL EXPERIENCE

Texas A&M University- School of Nursing- College Station, TX

**Program Coordinator II**  April 2024 - Present

* Provide administrative support and coordination of the Graduate and Undergraduate programs within the Department of Hospitality, Hotel Management, and Tourism

**Academic Assessment and Evaluation Manager**  December 2021-April 2024

* Provide oversight, guidance, and support of Total Program Evaluation plan while providing analysis and data-driven reports
* Create and track School of Nursing 5-year strategic plan for completion of tasks and reporting structure
* Assist with the administration and support of programs such as TAMS, EBI/Skyfactor, and Qualtrics

**Academic Coordinator I**  March 2020 – December 2021

* Completed and design processes to assist with collection of data and materials necessary for higher education accreditation
* Delivered logistical oversight and support for ongoing Red Cross COVID-19 vaccination clinics in regards to TAMU College of Nursing faculty and student volunteers
* Provide front-line support to students contacting the College of Nursing for various academic reasons
* Complete various other business and management administrative tasks as assigned

Buena Vista University, Storm Lake, IA

**Adjunct Online Faculty** September 2008-Present

* Instruct undergraduate online courses MGMT 306 *Principles of Management*, *Small Business Entrepreneurship* MGMT 375, and *Advanced Entrepreneurship* MGMT 475
* Consistently receive Outstanding ratings from students (*scale ranged from poor to outstanding*)
* Assisted departmental deans and chairs in implementation and development of MGMT 306 and MGMT 375 for the institution’s online program
* Create an online classroom environment that is helpful to students with different learning abilities by applying various online teaching strategies
* Report to academic advisor regarding issues related to student academic progress
* Prepare online lessons and examinations

Blinn College, Bryan, Texas

**Adjunct Online Faculty** October 2020 – Present

* Instruct online courses BMGT 1327 *Principles of Management,* BUSI 1301 *Introduction to Business*, and MRKG 1311 *Principles of Marketing*
* Create online lessons and examinations to coincide with either four (4) or eight (8) week courses
* Ensure availability to students on days, nights, and weekends to meet the needs of an online learning environment

**PREVIOUS PROFESSIONAL EXPERIENCE**

Houston Methodist Hospital, Houston, TX

**Manager, System Service Quality** September2015 – September 2019

* Lead numerous project initiatives focusing on improving patient satisfaction and training of staff on how to communicate more effectively with patients and their family members using Studer based methods
* Manage the implementation of electronic software “MyRounding” to ensure all stakeholders are satisfied with the product
* Lead team of 14 Service Quality Specialists who are responsible for conducting patient satisfaction training across the eight hospitals within the Houston Methodist System
* Analyze hospital satisfaction metrics; report findings and provide recommendations for improvement to senior leadership.
* Create annual budget totaling over $2.8 million in expenses

Jou Holdings LLC- Bellaire, Texas

***Sales Director-* Caco Manufacturing** June 2014-September 2015

* Generate highly accurate CAD drawings detailing exact specifications of project requirements
* Perform customer follow-up to review orders, quotes, completed projects, and determine customer satisfaction
* Create project timelines to ensure progress is tracked and completion at agreed upon time is attainable
* Produce detailed sales quotes per customer requests in a time-sensitive manner
* Administrator for all web-based programs used by the company for accounting, sales, and service

Jou Auto Group - Jou Holdings LLC- Bellaire, Texas

**CRM Administrator/Inventory Manager**January 2012-June 2014

* Oversaw and maintained Customer Retention Software to ensure processes were followed and the software was used to its full potential
* Conducted daily training with sales, call center, and receptionists on topics such as customer service and CRM data entry and usage
* Served as the change management lead in ensuring the CRM software is rolled out smoothly to ensure satisfaction from all stakeholders
* Oversaw price negotiations for marketing, maintenance, and other contracts
* Developed Accounting and Auditing policies and procedures for staff members to follow
* Oversaw processes to secure various business loans for Small Business Association (SBA)

University of Texas Health Science Center-Houston

**Director, Parking & Shuttle Services** September 2007-January 2012

* Oversaw a Parking & Transportation Department for a Texas Medical Center Institution
* Responsible for creating strategic plans and goals for the parking/shuttle services
* Created annual expense and revenue budgets each equaling five million dollars
* Created detailed pre-construction financial and operational analysis for new parking facilities for the University
* Negotiated contracts with vendors and contractors to obtain best pricing for goods and services
* Created and designed departmental websites and create social media outlets to communicate quickly and effectively with students and employees
* Incorporated the use of technology to increase efficiency within the department including additional credit card terminals and an increase in credit card auditing efficiency
* Oversaw shuttle and valet contracts to ensure efficient and safe route planning and documentation of effectiveness
* Proposed capital expenditures in future years and policy revisions in anticipation of institutional growth

University of Texas Health Science Center-Houston

**Manager, Parking Services** April 2006-September 2007

* Responsible for the entire day-to-day parking operations for UT Health Science at Houston
* Responsible for hiring and terminations of all 15 direct reports
* Developed all Profit & Loss (P&L) income statements reports on Microsoft Excel to become compliant with the University of Texas auditing procedures

Republic Parking System

**Senior****Project Manager** June 1997-April 2006

* Supervised and managed staff ranging from 10 to 125 employees
* Managed revenues in excess of $1.8 million and expenses equaling approximately $1.4 million
* Oversaw large parking operations staff at MD Anderson Cancer Center
* Produced regular daily reports and auditing procedures to ensure proper collection of revenue
* Coordinated opening of numerous locations after company acquisition
* Formulated monthly Profit and Loss income statements for clients and corporate office