

# Lance H. Hegland, MBA

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## EMPLOYMENT OBJECTIVE

Build mutually beneficial partnerships to assist others gain and retain access to resources, including the competence to efficiently use those resources, in order to empower them toward successfully pursuing their goals. Utilize my qualities in the following areas: customer service, detail orientation, organizational aptitudes, interpersonal relationship skills, problem solving abilities, and leadership traits.

## WORK EXPERIENCE

PRECISA; Minneapolis, Minnesota..... October 2004 – Present  
*Consultant/Manager*

- Build mutually beneficial partnerships to assist others gain and retain access to resources, including the competence to efficiently use those resources, in order to empower them toward successfully pursuing their goals.
- Develop and implement long-term vision, mission, and objectives as well as short-term goals
- Develop, implement, and maintain typical start-up organizational policies and procedures (e.g. marketing, payroll, bookkeeping)

Access Press; Saint Paul, Minnesota..... June 2004 – February 2006  
*Writer/Disability-Community Journalist*

In Home Personal Care; Golden Valley, Minnesota ..... May 2003 – October 2004  
*Operations Analyst*

- Plan study of work problems and procedures, such as organizational change, communications, information flow, integrated service methods, or cost analysis.
- Interview personnel and conduct on-site observation to ascertain unit functions, work performed, and methods, equipment, and personnel used.
- Review operations, procedures, policies, and services then confer with management and users about purpose and to identify problems and improvements.
- Gather and organize information on problems or procedures.
- Analyze data gathered and develop solutions or alternative methods of proceeding.
- Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes.
- Prepare manuals and train workers in use of new operations, procedures, policies, and services according to organizational policy.
- Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures.
- Prepare activity reports to inform management of the status and implementation plans of programs, services, and quality initiatives.
- Develop or expand health services for research, rehabilitation, and community health promotion.
- Develop organizational policies and procedures and establishes evaluative or operational criteria for services.
- Implement and administer programs and services for home health care operations.
- Consult with medical, business, and community groups to discuss service problems, coordinate activities and plans, and promote health programs.

Cuyuna Regional Medical Center; Crosby, Minnesota ..... February 2001 – March 2003  
*Receptionist*

VanHorn Kennels; Crosby, Minnesota ..... April 2002 - May 2002  
*Webmaster*

Crosby-Ironton Independent School District #182; Crosby, Minnesota  
*Adult Education Instructor* ..... January 2001 - May 2002

- Preparing Microsoft® PowerPoint® presentations for basic computer education courses
- Leading the instruction of the courses
- Developing a Microsoft® Access application to store instructor, assistant, and enrollee information then report attendance and enrollee demographics to ease administration efforts

*Webmaster* ..... January 2001 - July 2001  
*Assurance of Mastery Aid – Mathematics* ..... November 2000 - January 2001

Black Diamond Quarter Horses; Crosby, Minnesota ..... April 2001 - August 2001  
*Webmaster*

Minnesota Life; Saint Paul, Minnesota ..... November 1998 – May 2000  
*Programmer Analyst*

- Gathering application requirements from users and other developers
- Analyzing, designing, coding, and testing database-oriented applications to produce desired outcomes

Aon Consulting; Golden Valley, Minnesota ..... June 1996 – March 1998  
*Actuarial Technician*

Watson Wyatt Worldwide; Bloomington, Minnesota ..... January 1994 – June 1996  
*Actuarial Technician*

## **VOLUNTEER ACTIVITIES**

Hennepin County Medical Center Patient Advisory Council ..... September 2008 – Present  
 Supported Independence Partnerships Program ..... October 2001 – Present  
 Long-term Care Staff/Consumer Advocate ..... September 2001 – Present  
 Direct Support Professional Association of Minnesota

Board of Directors ..... July 2008 – November 2009

Metropolitan Center for Independent Living

Board of Directors ..... November 2005 – November 2008

Board of Directors' Vice-Chair ..... November 2007 – November 2008

Board of Directors' Executive Committee Member-at-Large ..... February 2006 – November 2007

Board of Directors' Strategic PCA Healthcare Coverage Subcommittee Chair ..... January 2006 – July 2006

Minnesota Department of Human Services

Community Partnership Advisory Team ..... October 2004 – October 2006

Personal Assistance Services Project Design Team ..... September 2003 – September 2004

Emergency Medical Services (EMS)

eCHEATS™ Documentation Application ..... November 2002 – March 2003

Cuyuna Regional Care Center - Resident Council ..... April 2002 – March 2003

Cuyuna Regional Care Center - Concerned Care Center Council ..... January 2002 – March 2003

K-12 Mathematics Tutor ..... November 2001 – May 2002

Cuyuna Regional Medical Center - Education Department ..... August 2001 – June 2002

Gillette Children's Specialty Healthcare Family Resource Center ..... May 1998 – November 1998

MDA Greater Twin Cities Area Executive Committee ..... February 1995 – February 1998

Elected president in spring 1997

MDA National Task Force for Public Awareness ..... 1997

U.S. Electric Wheelchair Hockey Association Board of Directors ..... 1996

**EDUCATION**

University of Saint Thomas; Saint Paul, Minnesota..... September 2009 – Present  
 Lifelong Personal and Professional Development  
 Cumulative Earned Credits: 3.0  
 Cumulative Grade Point Average: N/A

University of Saint Thomas; Saint Paul, Minnesota..... May 2003 – August 2009  
 Graduation: August 2009  
 Degree: Masters of Business Administration  
 Concentration: Health Care Management  
 Cumulative Grade Point Average: 3.910  
 Graduate Management Aptitude Test (GMAT) Scores (September 2003):  
   Quantitative = 48 (87<sup>th</sup> percentile)  
   Verbal = 44 (97<sup>th</sup> percentile)  
   Overall = 740 (98<sup>th</sup> percentile)

University of Saint Thomas; Saint Paul, Minnesota.....1991-1994  
 Graduation: May 1994  
 Degree: Bachelor of Arts in Mathematics  
 Overall Grade Point Average: 3.770  
 Graduated Summa Cum Laude

Central Lakes College; Brainerd, Minnesota .....1990-1991  
 Overall Grade Point Average: 4.000  
 Post-secondary program during senior year in high school

**HONOR ORGANIZATIONS AND ACTIVITIES**

Community Living Exchange Mid-Western Regional Housing Forum Participant..... September 2003  
 Minnesota's MDA Personal Achievement Award Recipient..... 1996  
 Delta Epsilon Sigma; University of Saint Thomas.....1992-1994  
 Nominated for the Putnam Exam in December 1993..... November 1993  
 Presented at the Newton W. Winchell Research Competition ..... April 1992  
 Nominated for the Putnam Exam in December 1992 ..... November 1992  
 Phi Theta Kappa; Brainerd Community College.....1990-1991

**EXTRACURRICULAR ACTIVITIES**

Actuary Club; University of Saint Thomas .....1991-1994  
   Elected president in fall 1993  
   Elected treasurer in fall 1992  
Math Club; University of Saint Thomas .....1991-1994