

THERESA E. KEVES

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NONPROFIT BOARD | FINANCIAL MANAGEMENT

Workplace & Business Mediation | Nonprofit Leadership | Strong Technical & Financial Acumen

Passion for helping people achieve their aspirations through active listening, problem solving, negotiation, training, empathy, and education while leveraging deep career and educational expertise. Able to foster a collective journey where everyone's role is valued and essential.

Expert negotiator, problem solver, and MBA with strengths that include financial management and information technology. Entrepreneurial mindset, able to see big picture and build policies, procedures, and operations to support business growth and efficiency. Excel at research, analysis, problem resolution, communication, and presentation.

- ◆ Conflict Resolution
- ◆ Problem Solving
- ◆ Communications
- ◆ Legal Knowledge/Experience
- ◆ Education & Training
- ◆ Policies & Procedures
- ◆ Community Leadership
- ◆ Financial Acumen
- ◆ Public Speaking

SUCCESS HIGHLIGHTS

NEGOTIATION & CONFLICT RESOLUTION

Deep expertise mediating disputes and conflicts across various domains, from business employee/employer issues to bullying in schools, credit card disputes, HOA, and community conflicts.

EXECUTIVE LEADERSHIP & PROJECT MANAGEMENT

Seasoned entrepreneurial executive with proven track record establishing and managing new business ventures, specializing in virtual/remote services. Adept at driving diverse projects, orchestrating teams, and exceeding quality and budget expectations.

FINANCIAL PLANNING & MANAGEMENT

Allocate resources, negotiate vendor agreements, and implement cost-saving measures, resulting in prudent financial management and increased bottom-line performance for diverse organizations.

PROFESSIONAL EXPERIENCE

CERTIFIED NON-ATTORNEY PROFESSIONAL MEDIATOR | Theresa E. Keves | Scottsdale, AZ **2009 to Present**

Independent Certified Non-Attorney Professional Mediator, specializing in workplace disputes, issues, and disagreements.

Resolve differences while infusing passion, education, experience, knowledge, care, and understanding to guide disputants to reach an amicable resolution.

IMPACT:

- ◆ Mediated 100+ cases related to businesses (employee/employer), bullying (workplace and K-12), credit cards, HOA, and general community environment.
- ◆ Volunteered 9-years with Arizona State Attorney General's (AG) office mediating Civil Rights Division cases.
- ◆ Train high school students across Arizona for careers in mediation by focusing on communication and negotiation.

PRESIDENT/OWNER | DeNovo Business Enthusiasts, LLC | Scottsdale, AZ**2005 to Present**

Established startup virtual outsourcing business from inception, targeting companies of varying size, from home office to multi-national corporations. Provided virtual/remote services including project management, business management, executive support, training, and event management. Performed technology upgrades, research, staffing, and office selection/upgrades.

IMPACT:

- ◆ Oversaw diverse technology and business-based projects, such as system implementation, market research, and business analysis, policy documentation, staffing, and improved procedures to drive client growth.
- ◆ Ensured budget, quality standards, and deadlines were met by leading project teams, facilitating conference calls, and conducting on-site visits to monitor progress.
- ◆ Clients included: AOL-Time Warner, Net APP, Wells Fargo, Siemens, and Phelps Dodge.

TALK SHOW HOST | TalkZone(.)com | Scottsdale, AZ**2014 to 2022**

Hosted bi-monthly 1-hour talk show, Here's Theresa (formerly Put It All On The Table Through Mediation) airing on TalkZone.com (Syndication Networks - Internet Radio).

IMPACT:

- ◆ Hosted 140+ podcasts to educate, inform, enlighten, and inspire the community with heartwarming stories, newsworthy articles, and informative conversations from a national and global perspective.

HEARING OFFICER | Maricopa County Justice Courts | Scottsdale, AZ**2011 to 2020**

Conducted hearings involving Small Claims and Civil Traffic Cases for Maricopa County Justice Courts.

IMPACT:

- ◆ Conducted hearings and composed written reports containing the facts learned, applicable laws, and recommendations as outlined by rules and regulations.
- ◆ Settled administrative disputes and negotiations between opposing parties, issued legal decisions.
- ◆ Resolved cases with fairness, supporting the law, and giving litigants a platform to be heard.

EARLY CAREER: Served as a **Business Operations Consultant** at *Bluefeet Enterprise Management* where I revitalized operations and achieved significant revenue increase by enhancing client understanding and engagement. Led diverse client projects, from software implementation to training, while also mentoring women in entrepreneurship. As **Manager of Executive Services** at *The Kennedy Group LTD*, drove startup success and managed multi-site operations, ensuring cost-effective event execution and leveraging healthcare technology expertise to optimize projects for top-tier institutions.

EDUCATION

Master of Business Administration (MBA): Technology Management, University of Phoenix ■ Phoenix, AZ

Bachelor of Science (BS): Business Management, University of Phoenix ■ San Jose, CA

Certificate: Mediating The Litigated Case ■ Certificate: Mediation and Conflict Resolution

Certificate: Small Claims Hearing Officer ■ Certificate: Civil Traffic Hearing Officer

COMMUNITY INVOLVEMENT

Association for Conflict Resolution – National Branch – 2009 to 2015

Association for Conflict Resolution (ACR) – Chairman of The Diversity Committee – 2010 to 2012

Volunteer Mediator – Justice Court Mediations – 2009 to 2020

Volunteer Mediator – Attorney General Office, Phoenix, AZ, Civil Rights Division – 2009 to 2020