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ARIZONA STATE UNIVERSITY

February 2003 – Retired 2011

Ira A. Fulton Schools of Engineering

Tempe, AZ

Associate Dean, Chief of Staff, and Professor of Practice

- As an executive leadership team member, guided the complex and strategic re-development of the Ira A. Fulton Schools of Engineering
- Instructed corporate partners of Global Outreach and Extended Education on process improvement, Six Sigma, leadership skills and strategic planning
- Coached existing and developing top performers from the executive to the middle management levels of the institution
- Consulted on behalf of the organization with corporate partners, other universities and non-profit organizations through 2013
- Taught engineering students leadership, team building, presentation skills and process improvement
- Recruited new students, both graduate and undergraduate
- Performed market identification and analysis, creates pricing strategies, revenue projections and competitive benchmarking
- Led human resources consulting and training staffs performing organizational development, performance analysis and employee development
- Trained international university presidents in instructional design, curriculum development and leadership

MOTOROLA, INC.

August 1971 – December 2001

December 1999 – December 2001

Tempe, AZ

Director, Motorola University, Western and Pacific Coast Regions

- Led financing, strategic planning, staffing and long term planning for the Regions
- Oversaw the training of over 50,000 Motorola employees, vendors, and channel partners in the Regions
- Advised and consulted with other corporations in creating their own universities
- Directed sales and marketing effort in Telecom, SixSigma, and Performance Excellence
- Led the creation of end-to-end training solutions to support the product line
- Represented Motorola in the community of universities in the Western United States
- Participated as a board member of Maricopa Advanced Technical Education Center (MATEC) and Technology Advisory Board of Joint Arizona Consortium for Manufacturing and Engineering Technology (JACMET)
- Taught courses in instructional development, customer relations, presentation skills and leadership

August 1998 – December 1999

Arlington Heights, IL

Director, Customer Fulfillment

- Directed a US\$48 million global telecom warranty and repair team of 240 engineers and service center professionals
- Directed facilities management and project management, and global logistics
- Coached and assisted division executives in resolving quality/process issues
- Established the global technician training program for warranty and repair
- Led outsourcing of product repair for multi-million dollar savings annually
- Increased revenue per headcount by 65% in 11 months
- Sold Depot Maintenance Agreements to global customers and cellular operators
- Directed traffic and logistics operations for the cellular division world-wide

November 1996 – August 1998

Manila, Philippines

Country Manager and Director of Regional Operations

- Directed and closed sales of Cellular Infrastructure products of over \$600 million
- Developed telecom engineering, staffing, and training support teams with deployments in China, Singapore, Japan, Korea, and Israel
- Led strategic business planning as a senior member of the Motorola Philippine Council
- Coached and directed the country's Motorola Management Development Team
- Directed human resources customer/employee training for the region
- Coordinated public and community relations

August 1994 – November 1996 Beijing, People's Republic of China
 Director, China Operations, North Asia Cellular Infrastructure Division

- Negotiated the joint venture agreement between Nanjing University and Motorola.
- Led the fundraising effort to create the Motorola/Nanjing Institute of Post and Telecommunications Engineering School (NIPT)
- Coached eight engineering professors (PhD) for NIPT in Criterion Referenced Instruction as basis for delivering field engineering courses in China
- Introduced, created and implemented the engineering career ladder
- Created and developed the Motorola China for-profit training center
- Created and established the human resources function with Nanjing University
- Outsourced the training and documentation function from the US and UK to the Ministry of Post and Telecommunication in China
- Coached high-potential management candidates participating in the China Accelerated Management Program. Selected as Outstanding Coach (1996)
- Coached all China Total Customer Satisfaction teams from 1994 – 1996 (7 of 8 teams won their competitions)
- Developed and implemented a training and services package for the North Asia Marketing Group
- Created and implemented the training curriculum for all management and technical employees

August 1992 – August 1994 Chicago, IL
 Manager, Manufacturing Operations, Cellular Products Division, Cellular Infrastructure Group (CIG)

- Led a US\$700 million manufacturing business with a team of 1,200 development engineers and manufacturing personnel
- Instructed as senior faculty in the Motorola University, Manager of Managers Institute
- Reduced overtime worked from 30% to 9% while increasing production
- Consolidated and centralized software and hardware engineering and reduced headcount
- Reduced costs by US\$20 million annually
- Led the engineering internship program for 30 interns from Midwestern university programs
- Mentored the winning team in the 1994 Total Customer Satisfaction competition

August 1971 – July 1992 Chicago, IL, Dallas, TX, and Cupertino, CA
 Worked in engineering, training, manufacturing, sales and marketing in telecommunications, computer manufacturing, and aerospace industries

EDUCATION

- Stanford Executive Program Graduate, Stanford University, Graduate School of Business, 2008
- M.A, Human Resources Management, Webster University, Luke Air Force Base, December 2003
- B.S. with honors Human Relations and Organizational Behavior, University of San Francisco, 1980,
- Certified Coach, College of Executive Coaching, Santa Barbara, CA, 2006
- Engineering – Certificate of Completion, Santa Monica City College, Santa Monica, CA, 1965
- Computer Technology – Certificate of Completion, Control Data Institute, 1969
- Criterion Referenced Instruction – Certified Instructor, Mager and Associates, 1978
- Certificate of Completion, Dale Carnegie Institute, 1986
- Certificate of Completion, KAIZEN Institute of America, 1990

MILITARY - Vietnam Veteran, US Army, Honorable Discharge

AWARDS

1998 CEO Quality Award

1996 Outstanding Class Coach Award, China Accelerated Management Program

1990 Silver Award, International Corporate Communications, Audio Visual Communications Association

1989 Teacher of Teachers Award

1988 Team Member, Malcolm Baldrige Quality Award

1986 Reporting Award, Achievement Award, and Outstanding performance Award, Dale Carnegie Institute

COMMUNITY

1999 through 2007 Presented the opening lecture to high-risk, high school students participating in Chandler's Rotary program

2006 - Present Founded the Verde Valley Leadership program with a team of community leaders. Developed and delivered the annual kick-off retreat teaching leadership and strategic planning skills to each of the eight cohorts thus far

2008 – 2011 Created and fully funded an endowed scholarship for American women in engineering at the Ira A. Fulton Schools of Engineering

2013 Developed and delivered a strategic planning program for the Cottonwood-Oak Creek Foundation

2013 Invested in the founding of Yavapai College's Southwest Wine Center