

BIOGRAPHICAL INFORMATION – Paul E. Gunderson

Paul Gunderson is an experienced business and project support process implementer. He has significant leadership experience in design, development, delivery, and support of business process tools and training. His experience includes technical product development, post-secondary academic administration, health care claim insurance processing, banking procedures, and training development and delivery.

Gunderson has a B.S. and M.S. degree in Electrical Engineering from North Dakota State University. He has also participated in technical and business practices training at IBM, Mayo Clinic, and continues to attend classes on data base design/development and project management in the Twin Cities.

Gunderson began his **IBM** career in Medical Development in 1963, and held a number of engineering and programming positions in IBM over a 31 year career. While there, he was awarded a number of Outstanding Contribution Awards.

At the **Mayo Clinic**, Gunderson was responsible for developing and delivering training on medical claims processing as well as developing Managed Health Care displays and documentation for both internal and external audiences. He was part of a team that was nominated for an Excellence in Teamwork award, a Mayo Foundation-wide recognition.

At **Rochester Community and Technical College**, Gunderson held numerous administrative positions and was responsible for administering, budgeting, and managing both the academic programs and the staff associated with those programs. He also served as **Associate Director of Graduate Management** for **Saint Mary's University** and was **Associate Professor of Management**.

At **Home Federal Savings Bank**, Gunderson was responsible for development and delivery of training to the staff at all the bank branch locations. Additionally, he was responsible for an image capture project to improve the customer service level and security. Gunderson was awarded a President's Award in 2005 as one of the top 10% of the bank's employees.

Gunderson's areas of specialty include –

- Data collection (including image capture), management, analysis, and presentation.
- Documentation design, development, preparation, and publishing ranging from small to large documents.
- Document formats include Word, PowerPoint, Acrobat PDF, static and interactive web pages, and FrameMaker documents.
- Training includes design, development and delivery of reference and training information in both printed and web pages. Web pages include interactivity to simulate the application, or to be "game like" to attract and hold the user's interest.
- Production of compact, easy to use, quick reference job aids
- Web conferencing and seminars.
- Money management with Microsoft Money and Intuit Quicken