

William M Landherr, EdD

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Contact Information

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Profile

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Accomplished IT professional, organization development practitioner, and educator. Possesses a high level of business acumen and a reputation for building high-performing work teams. Over 25 years of experience designing, developing, and supporting a wide array of cross-functional, cross-industry organization improvement solutions. Rational, down-to-earth problem-solver with an innovative, change-driven perspective.

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Experience

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Curriculum Development & Instruction

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- Instructor for various workshops on topics pertaining to leadership and management (State of Minnesota)
- Co-designed a new course (“Leadership and Technology”) for a revised graduate degree program (University of St. Thomas)
- Instructor for HRDO 580 - Organization Systems and Processes, a Web-enhanced, interdisciplinary course in the Master of Arts in Human Resources and Change Leadership degree program (University of St. Thomas)
- Instructor for OLC 605 - Operations and Technology Management, a Web-enhanced course in the Master of Business Administration program (Concordia University)
- Developed and administered a comprehensive curriculum and training program for entry-level IT personnel (Lawson Software, Best Buy)
- Created numerous training seminars related to the company’s services and presented these programs to company personnel (SPS Commerce)
- Identified and provided on-going training for software tools that enabled end-user creation and maintenance of department-specific Intranet sites (Universal Hospital Services)

Change Management

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- Provided consultative services for an urban, Minnesota-based 14 agency coalition during a critical transition with respect to the coalition’s future direction, revision of its mission, and change in governance (Landmark Consulting)
 - Conducted an evaluation and market analysis of the Master of Arts in Learning Technology degree program for the University of St. Thomas
 - Client accepted the recommendation to modify the curriculum for a newly identified target market
 - Facilitated the creation and recruitment of an advisory council, comprised of field practitioners and St. Thomas faculty members, to develop a revised curriculum (Landmark Consulting)
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Employee Development

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- Provided end-to-end (i.e., candidate selection to graduation) coordination, design, and facilitation of an annual, multi-month leadership development program (State of Minnesota)
- Coordinated the administration of a 360-feedback assessment and assisted participants in the interpretation of results and creation of a personalized leadership development plan
- Developed an Internet-based tool for providing on-going feedback for employees that had participated in 360-degree performance reviews (Universal Hospital Services)
- Researched and developed a management development program proposal for the Ukrainian branch of a Belgian software company (Landmark Consulting)
- Conducted doctoral research on Emotional Intelligence (EI) and leadership effectiveness using EI assessment tools

Organization Design

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- Implemented a realignment of programming personnel to provide a higher level of execution and support for end-user needs (Universal Hospital Services, Lawson Software)
- Co-authored a department-wide realignment strategy designed to improve operational efficiency and productivity (Best Buy)

Strategic Planning

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- Co-authored a 3-year Internet/Intranet strategic plan that included an electronic commerce initiative and resulted in the creation of a separate division within the company (Best Buy)
 - Conducted an assessment of the strategic plan, and the ability of the MIS department to support the plan, for a Ukrainian wholesaler of electrical supplies and cable (Landmark Consulting)
 - Co-sponsored the creation of a comprehensive corporate Y2K strategy (Best Buy)
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Experience

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Process Development/Improvement

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- Led the introduction of Appreciative Inquiry as a means to reestablish and revitalize the organization's culture (Universal Hospital Services)
 - Collaborated with HR personnel in the development and on-going administration of a New Employee On-boarding survey (Universal Hospital Services)
 - Instituted and facilitated a cross-functional steering committee to identify, prioritize and select IT projects (Universal Hospital Services, Lawson Software)
 - Participated as an SME in numerous cross-functional continuous improvement (Kaizen) events (Universal Hospital Services)
 - Facilitated a task force charged with reengineering all HR/Payroll processes and the selection of a new software solution (Best Buy)
 - Deployed an Intranet-based, self-service tool to improve the collection, prioritization, and reporting of service requests (Universal Hospital Services)
 - Reduced the average lifecycle for systems development by sponsoring the implementation of best practice rapid application development (RAD) techniques (Best Buy)
 - Developed long-range resource allocation plans that improved productivity of technical personnel and resulted in a 350% project completion rate increase in the first year (SPS Commerce)
 - Traveled to Rwanda in 2008 as part of a project to assess and create end-to-end process documentation and recommendations for improvement of the Rwandan coffee value chain (Landmark Consulting)
 - Led a reengineering effort for a primary service offering which achieved a 98% reduction in processing time for one of the key tasks in the critical path (SPS Commerce)
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Experience

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Technology Enabled Productivity

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- Created a custom CRM (customer relationship management) application in SharePoint to manage and monitor all aspects of vendor engagements (State of Minnesota)
 - Led the successful implementation of an LMS (learning management system) used by over 50,000 government employees (State of Minnesota)
 - Implemented cost reducing technologies including Interactive Voice Response (IVR) and Workflow technology (Best Buy)
 - Developed and deployed a graphical, touch-screen Executive Information System that improved senior executive accessibility to strategic information (Best Buy)
 - Provided on-going technical consultation for the selection and implementation of a Web-based tool to support campus wide community engagement and Service-Learning initiatives (University of St. Thomas)
 - Devised a cost-effective strategy to improve end-user productivity by upgrading legacy applications to be Internet-based and available '24x7' (Universal Hospital Services)
 - Implemented a document imaging system to reduce paper storage requirements and enhance productivity of corporate office employees (Best Buy)
 - Provided technical leadership in the commercial development of several Web-based organization development assessment tools (Landmark Consulting)
 - Introduced Web development tools that addressed the rapidly increasing need for ad-hoc reporting (Lawson Software)
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Employment History

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|---|--|----------------|
| State of Minnesota Minnesota Management & Budget St. Paul, MN | Manager – Enterprise Learning & Development | 2011 - 2017 |
| Concordia University St. Paul, Minnesota | Adjunct Faculty Member | 2010 - 2011 |
| University of St. Thomas St. Paul, Minnesota | Adjunct Faculty Member | 2008 - 2011 |
| | Project Coordinator – Center for Inter-Cultural Learning and Community Engagement | 2010 - 2011 |
| Landmark Consulting, LLC Minneapolis, Minnesota | President | 2005 - current |
| Universal Hospital Services, Inc Edina, Minnesota | Director of Software Development | 2003 - 2007 |
| SPS Commerce St. Paul, Minnesota | Director of Development | 2000 - 2002 |
| Equus Computer Systems Minneapolis, Minnesota | Director of MIS | 1999 - 2000 |
| Lawson Software Minneapolis, Minnesota | Director - Internal Systems Support & Development | 1997 - 1999 |
| Best Buy Co., Inc. Minneapolis, Minnesota | Director - Systems and Programming | 1987 - 1997 |

Education

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|---|--|
| Doctor of Education in Organization Development | University of St. Thomas, St. Paul, MN |
| Master of Software Systems | University of St. Thomas, St. Paul, MN |
| Master of Business Administration Concentration: Management | University of St. Thomas, St. Paul, MN |
| Bachelor of Science in Business Administration Concentrations: Finance & Business Information Systems | Mankato State University, Mankato, MN |

Certifications

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Zenger-Folkman Extraordinary Leader™ 360 Assessment
Zenger-Folkman Extraordinary Coach™
Zenger-Folkman Elevating Feedback™