DARLENE F. CROSS, M.S., M.F.T., Inc.

www.darlenecross.com Henderson, NV 89052 (702)433-4411

1997-Present <u>LICENSED MARRIAGE AND FAMILY THERAPIST, Private Practice</u> and PROFESSIONAL BUSINESS COACH AND CONSULTANT

Author of Amazon Best Seller A New Normal: Learning to Live with Grief and Loss (2010), and Reinventing Normal: How Choice and Change Shape Our Lives (2013)

Clinical Member, American Association for Marriage and Family Therapy since 1999 Board Member, Nevada Association for Marriage and Family Therapist, 1999-2002

Special Achievement Award, 2002; Board member 3 years;

Legislative committee member 2 years

KLAS-TV, Channel 8, regular Guest Mental Health Commentator, 1999-2003

2006-Present <u>CO-OWNER MAID BRIGADE</u>, family-owned franchise business

1995-1997 <u>FULL-TIME GRADUATE STUDENT—UNLV; State of Nevada MFT Intern</u>

Aid for AIDS of Nevada, Volunteer

1978-1995 GENERAL ELECTRIC COMPANY

1993-1995 <u>Human Resources Manger, G.E. Capital Corporation, Nevada</u>

Senior Site Manager for West Coast start-up operation requiring construction of 65,000 SF building, established facility, hired 400 staff, implemented and managed all business and employment practices

1991-1993 Manager, Organization Effectiveness, Human Resources, and

Senior Leadership Development Consultant—G.E. Appliances, Kentucky

Leadership Focused Interviewing, a G.E. "Best Practice" Course—

Designer, Instructor, National Consultant and Lecturer

Coaching Skills—Instructor, Training Video Designer and Producer (International Televideo Association First Place Training Award)

Myers-Briggs Type Indicator—Certified Instructor

Mentoring—Designer, Instructor, Lecturer "Work Out" Senior Facilitator and Trainer Teambuilding—Instructor and Consultant Domestic Crisis Shelter—Volunteer

1990-1991 <u>Division Human Resources Manger, Technology, G.E. Appliances, Kentucky</u>

Human Resources support for population of 750 engineers and technicians, managing all staffing, succession and leadership planning, compensation budget of \$38MM including executive bonus plan, piloted 360 assessment process

1985-1990 <u>Human Resources Specialist, G.E. Computer Services, Georgia</u>

Created Human Resources function for national materials operation of 600 employees located in 22 US cities. Opened and managed full-functioning offsite outplacement center in support of a reduction in force of 200 employees.

1978-1985 Training and Development Specialist; Personnel Coordinator, G.E. Capital, Ohio

EDUCATION: 1996 M.S., Counseling 1990 B.S. Human Resources/Business

University of Nevada, Las Vegas Mercer University, Atlanta