

# Terrie Simmons

██████████ ♦ Aurora, IL 60504  
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## About Terrie Simmons..

I am a strategic thinker and community leader who has demonstrated the ability to direct, influence and motivate diverse teams to achieve outstanding success in a variety of areas: measurable results in performance & safety; strategy creation and execution; project management, leadership development, business development, performance management, relationship management, community and public relations management. I am expertly experienced in non-profit management, board leadership, fund raising, grant management, leadership development and all phases of entrepreneurship development. I have taught at the under graduate and graduate levels. I am a mom, wife, mentor and servant leader.

**Major Accomplishments:** Led the project and created strategy that reduced Fleet costs by ~\$15M annually; Instrumental in securing a Women's Business Development program in the City of Aurora and 24 new business starts; First Female Chair of the Board of the Quad County African America Chamber of Commerce; Enhanced relationships with significant municipalities thereby improving customer and municipal satisfaction rates to best ever; Planned the strategy and execution of Customer Call Center; Achieved best performance in meter read rate and best safety performance reducing employee injuries and Responsible Vehicle accidents: I was instrumental in the successful coordination of the First Statewide Functional Emergency Drill; Created strategy and manage projects for (EAARA) Employee Resource Alliance consisting of approximately 500 members and awarded over 70 scholarships to Students attending colleges and universities throughout the United States.

## EDUCATION

Masters Business Administration (MBA), Leadership Management, Aurora University  
Bachelor of Science (BS), Organization Management, Aurora University  
Certificate: Middle Management, Aurora University

## PROFESSIONAL BACKGROUND

### WOMEN'S BUSINESS DEVELOPMENT CENTER 2016-CURRENT

#### First Director Women's Business Center Aurora

Complete oversight of all operational and day-to-day activities of the 501 c3 organization including business advising, entrepreneurial training, loan assistance and direct lending.

- Economic Impact development and management
  - All targets and metrics achieved or exceeded
  - 24 business start, 135 jobs created, \$1M funding secured
- Budget/Financial Management
- Business Development
  - Secured over \$300K in grant funding & over \$50K in public/private funding

## COMMONWEALTH EDISON

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### Leadership 1990-2017

#### External Affairs

In charge of developing and enhancing relationships with governmental officials. Function as primary liaison for elected officials, local media, civic and business organizations and community leaders to resolve operational issues, optimize the corporate image, and communicate corporate messages. I served as an early warning system to identify and facilitate the resolution of customer issues with the leadership of internal departments.

- Instrumental in securing a Women's Business Development for the second largest city in Illinois.
- Utilized leadership competency of managing politics and influencing others to enhance the relationships with key municipal stakeholders to drive improvement in customer and municipal satisfaction.
- Instrumental in influencing and gaining support to facilitate the passing of Illinois Smart Grid legislation.
- Led a project team and successful execution of first Statewide Emergency Drill.
- As Vice President of Exelon African American Resource Alliance created strategy and lead projects for approximately 500 members; awarded over 70 scholarships to college students.

#### Economic Development

Responsible for fostering a business environment that encourages the growth, expansion, and retention of business and industry. I had direct oversight of ComEd's Business Retention Program; a program used by Economic Development groups to build relationships with key businesses and identify opportunities to create sustainable work plans. Researched and provided applicable site selection data to business partners. I maintained an active involvement in Economic Development organizational boards, leading teams and chairing committees. I served as ComEd representative and liaison in the business community for Northern Illinois. I developed relationships with supporters in the economic development profession and engaged their support for various activities and initiatives aimed at enhancing the company's Vision and Values.

- Developed the 2013 business plan to create a strategy to help support economic growth in Illinois.
- Responsible for educating Economic Development groups on the synchronist program and its capabilities.
- Managed and developed relationships with City of Chicago Economic Development group thereby creating a plan for a collaborative partnership and programs such as *The Grow in Cook Business Retention Initiative*.

#### Project Lead Operations Strategy and Business Intelligence

Project Lead responsible for developing the initiative's strategy, planning, building of project teams and completion of project deliverables. I developed a long-term sustainable plan to achieve efficiency and cost savings for ComEd transportation organization. Influenced key

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stakeholders to support and engage in project execution. I created and executed all change management associated with addressing the issue to ensure that the ideas and plans “stick”.

- This project yields annual savings of approximately \$15.4M per year.

### Regional Manager

- In charge of reading approximately 1.5M electrical meters per month for the City of Chicago accurately and safely. Hired, supervised, coached, evaluated and developed organization’s leaders. Maintained direct oversight of over 200 employees. Responsible for understanding utility union policies, engaging in arbitration rulings and resolutions Responsible for \$7M ~\$10M annual budget.
- Achieved distinguished goal for reading performance for 4 consecutive years.
- Achieved longest safety streak in department history.
- Efficient and effective financial management to achieve savings year over year.

### Lead Supervisor, Commonwealth Edison

In charge of managing day-to-day operations of Chicago meter reading. Led a team of three supervisors, five clerical employees and over 100 meter readers. Responsible for goal setting and supervisor career development.

- Reduced recordable injuries by 57% and responsible vehicle accidents (RVA) by 100%.
- Improved team’s performance by 1.73%.
- Managed and resolved customer concerns.
- Managed problem and conflict resolution.

### New Business Asset Management

Created and managed the New Business Call Center that effectively handled inflow of over 500 customer calls per day and 25 employees. Managed the design of infrastructure for new services and service revisions for residential and small commercial customers.

- Developed processes and procedures for the new business call center and trained call center employees on new processes.
- Created New Business Newsletter that served as the sole form of communication throughout 20 offices. This newsletter aided in keeping all 24 new business offices informed of business initiatives, updates and accomplishments.

### Customer Service Supervisor

In charge of monitoring, tracking and coaching performance for Customer Service Representative’s. Responsible for resolving customer concerns.

- By using skillset of coaching and motivating employees, improved team’s performance from off track to on track in two months.

### Billing

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Supervised and set leadership example for 15 billing clerks whose main role was to ensure that adjusted or corrected bills were accurately distributed to customers.

- Successfully implemented operational excellence tools to reduce unbilled revenue from \$38.9 to \$4.8million.

### **CIMS Analyst**

Responsible for managing CIMS related issues through troubleshooting and problem resolution.

### **Customer Service Representative**

Responsible for answering incoming customer calls, order entry and customer resolution. I received numerous awards and recognition for providing outstanding customer service.

### **Adjunct Professor 2013-current**

#### **AURORA UNIVERSITY Dunham School of Business**

- Utilized a variety of technologies and instructional methodologies to keep courses fresh and engaging.
- Worked with individual students to improve understanding and course grades.
- Helped students develop talent through range of exercises readings and discussions.

### **AFFILIATIONS**

Aurora Interfaith Food Pantry, Advisory Board  
Association of Women Business Owners  
Mutual Ground Board of Directors  
Quad County African American Chamber Board of Directors, Illinois (Board Chair)  
American Association of Blacks in Energy (Fundraising Chair)  
Aurora Regional Chamber of Commerce

### **RECENT AWARDS**

West DuPage Top Ladies of Distinction Service Award  
DELTA SIGMA THETA INC Community Leadership Award  
ComEd Excellence in Customer Service Award  
Mujeres in Business Community Award  
100 Black Queens of Chicago Leadership and Community Service Award

### **INTERESTS AND HOBBIES**

Traveling, Reading

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