

Diana "DiDi" Foley

Professional Profile

Authentic, energetic and strategic leader with over 25 years of leadership experience in radio, music business and education looking for professional growth using my communication and marketing skill, my creativity and my get it done attitude.

Work History

Campus Services Manager **Waubonsee Community College** July 2012-Present
Aurora, IL

- Leadership for 20 employees with various shifts, locations focusing on Customer Services and correct, timely information
- 600 hours of weekly staffing, guidance, consistent processes and communication at the 4-campus network
- Serve the students, public, staff and faculty by providing time sensitive information and support through multiple resources and mediums (Contact Center; phone, chat, email, face to face)
- Proposal implementation, coaching and training of technical solutions to effective communication across 4 campuses
- Data informed decision making, KPIs, Budgeting and recommendations of processes and staffing
- Creation of, and ongoing revisions to the Auto Attendant script, phone call routing and voicing of system.
- Involvement in multiple committees, action teams, councils including assistance with the Creation of the Leadership Academy, the Engagement Team, Banner Workgroup, CACC and WCC Cares.
- Collaboration with multiple departments as an ambassador for departments at different campuses and as the subject matter experts at the extension campuses.

Aurora/Copley Campus Manager **Waubonsee Community College,** January 2009-June 2012
Aurora, IL

- Leadership of 20 full and part time staff at 4 campuses
- Facilities management, safety, security, and staffing
- NIMS, First Aid/CPR/AED, Weather Spotter trained
- Leadership with opening two extension campus within one fiscal year
- Identifying and executing functional cross training of front line staff
- Collaborating with many departments to facilitate consistent customer services at all 4 campuses
- Proposal and implementation of technical and staffing solutions to effective communication across 4 campuses
- Member of the Quality Team and Diversity Leadership Council

Event Coordinator **Waubonsee Community College,** October 2007-February
Sugar Grove, IL 2009

- Startup and management of 10,000 square foot event room
- Development of Policies and Procedures with internal and external stakeholders
- Coordinate with internal departments, external vendors and paying clients utilizing the facility
- On-site technical and media support

On-Air Host (Part-Time)

**101.9 The Mix/WTMX-FM,
SHE 100.3/WSHE-FM
Hubbard Broadcasting, Chicago, IL**

December 2007-
Present

- Part-time weekend and fill in on-air staff

Adjunct Faculty (Part-Time)

Columbia College, Chicago, IL

September 2004 –
December 2008

- Part-time college instructor in the radio department
- Radio Studio Operations, Radio Broadcasting I and II curriculum delivery
- Creation of Programming the Music Format curriculum for the J-Term (Intensive January Study)

Program Director/PM Drive Host

**95.9 The River/WERV-FM,
NextMedia, Aurora/Chicago, IL**

January 2003 – August
2007

- Overall leadership of radio station
- Supervision to 15 full-time and part-time staff and interns
- Training, coaching and developing on-air talent
- Promotion, marketing and imaging production guidance and execution
- Construction of music clocks and daily music logs
- On air Host weekdays 2-6 p.m.
- Budget creation and management
- Speaking engagements and appearances for special events within the community
- Recognized as a Naperville Hero: Honored at Chicago Fire Soccer Game benefiting the Naperville Area Humane Society.
- Awarded 2 years in a row for philanthropic efforts for Naperville Humane Society
- Named one of “30 Most Successful Under 40” by *Naperville Glancer* publication.

**Operations
Manager/Program
Director/PM Drive Host**

**102.3 WXLC-FM/1220 WKRS-AM,
NextMedia, Waukegan/Chicago, IL**

January 2001 –
December 2002

- Overall leadership and technical operations of two radio stations
- Technical and facility management
- Supervision of 15 full-time and part-time staff and interns
- Training, coaching and developing on-air talent
- Promotion, marketing and imaging production guidance and execution
- Construction of music clocks and daily music logs

Education

Columbia College, Chicago, IL
Bachelors of Arts, Radio Concentration

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