

## Gail's Biography

Gail has been employed with the Northeast Higher Education District (NHED) since 2005 and is currently in the position of Operations Manager of Customized Training Solutions at Minnesota North College. We are everything Workforce Development, and partner with our communities to help build and train a skilled workforce to support our local economy. Gail enjoys the diversity of her role and the people she meets in all areas of work and all areas of the state.

Recently, Gail earned a Master Black Belt Certification in Six Sigma, after completing her Green Belt and Black Belt training and certifications. Over the years, she's had the good fortune to work with both internal and external customers, in the areas of mining and manufacturing, healthcare, academia, finance, retail and more. Most recently, she was able to assist with the merger of the NHED College campuses to Minnesota North College, contribute to the Higher Learning Commission (HLC) accreditation process, and completing a project with a sister Minn State College focusing on faculty processes.

Gail earned a Bachelor of Science degree in Clinical Laboratory Science from the University of Minnesota, and prior to moving back to the northland, she successfully managed six clinical oncology and hematology laboratories across the metro area for 8 years.

Volunteering is an important part of Gail's life. Over the years she has served in several roles assisting people and animals. She has 10 years of experience volunteering in Shelter Management, 17 years as a State Humane Agent, 4 years as a Board member for Minnesota Federated Humane Societies (MFHS), and countless years of private rescue work. She now is the President and Founder of her own non-profit named Hero's Heart.

With her diverse background, she enjoys the ability to be able to contribute to several fields of work, connecting the process improvement, leadership, coaching and volunteerism to help our community partners expand their potential and thrive.

Gail enjoys sustainable country living with her animals, engaging in animal rescue work, riding horse, kayaking, camping, plant-based cooking, gardening, and reading.

