

# Curriculum Vitae

## Don Edgerly

Chief Administrative  
Officer

W.E. Upjohn Institute for Employment Research  
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### CAREER SUMMARY

Talented professional with over 25 years of experience in the fields of human resources, workforce development, organizational psychology, training and development, customer relations, and counseling. Strong background in leadership, project management, full-cycle recruitment, budget administration, education and group facilitation. Proven success at development and implementation of diverse projects across a variety of settings.

### EDUCATION

Master of Arts, Counseling Psychology, Western Michigan University  
B.A. (Communication, Psychology), Michigan State University

### POSITIONS

Oct. 2012–Present Chief Administrative Officer, W.E. Upjohn Institute for Employment Research, Kalamazoo, Michigan

Provides senior leadership for human resources, technology and facilities departments. Works closely with economic development and education entities, representing the Institute on community and regional committees and boards. Participates in local and regional economic and workforce development initiatives. Acts as Secretary / Treasurer for Upjohn Institute Board of Trustees and the Harold and Grace Upjohn Foundation.

Nov 2009–Sept. 2012 Coordinator, Kalamazoo Regional Educational Service Agency (KRESA), Kalamazoo, Michigan

Functioned as administrator, managing staff and workforce development programs at three sites in Kalamazoo, Three Rivers, and Coldwater Michigan.

- Responsible for the implementation and management of federal, state, and local workforce development policy
- Performed outreach and developed collaborative relationships with area employers, community agencies, and educational partners
- Created and submitted grant proposals to fund sponsored programs

- Led team which developed employability skills curriculum; endorsed by local Workforce Development Board and approved for credit at four area high schools.

Sept 1999–Oct  
2009

On-boarding Project Leader, Borgess Health, Kalamazoo, Michigan

Designed programs and processes acclimating newly hired employees to the organization over the course of the first two years of employment. Responsible for development and implementation of employee retention initiatives. Particular focus on high turnover departments, hard-to-fill, and leadership positions.

- Employee turnover reduced in all targeted departments and positions
- Developed, implemented, and managed new employee orientation program
- Functioned as Interim Director of Employment on three occasions while Director was on extended medical leave; managed all processes and staff surrounding corporate hiring practices
- Member of Diversity Council; led Recruitment and Retention subcommittee
- Received organization's "Service Excellence" award on two occasions

Sept 2003–Mar  
2005

Recruiter, Borgess Health, Kalamazoo, Michigan

Responsible for activities related to sourcing, recruitment, applicant assessment, hiring, and retention of personnel in high-demand positions. Duties included development and marketing of external recruitment campaigns, as well as management of interviewing and hiring processes.

- Averaged five weeks' time to fill for responsible vacancies
- 91% of all hires still with organization at one year
- Received organization's "Service Excellence" award on two occasions

Sept 1999–Sept  
2003

Customer Service Educator, Borgess Health, Kalamazoo, Michigan

Utilized various methods to educate and develop Borgess employees at all levels regarding a variety of topics relevant to organizational Mission and business objectives. Topics included strategic planning, service delivery, leadership development, conflict resolution, employee engagement, well-run organization development, and others.

- Monitored and functioned as a consultant to all Borgess entities and departments regarding service delivery
- Coordinated organization's patient/customer satisfaction survey
- Created, implemented, and coordinated organization's employee "Service Excellence" recognition program
- Worked with public, management, and staff to resolve patient/customer concerns
- Developed and facilitated curriculum regarding a variety of topics relative to Mission and business objectives

Apr 1995–Aug  
1999

Psychologist, Michigan State University Kalamazoo Center for Medical Studies,  
Kalamazoo, Michigan

Addressed psychosocial needs of patients and families coping with chronic illness,  
psychological/emotional difficulties, behavioral issues, and learning problems.

- Provided psychological testing services, individual/family therapy, community referral/advocacy, school consultation, and crisis intervention
- Functioned as a member of a multidisciplinary treatment team in numerous clinical settings treating children coping with various forms of chronic illness
- Responsible for training resident physicians, medical students, and psychology interns regarding human development, psychosocial assessment, and treatment
- Developed curriculum and functioned as proctor for resident physician pediatric medical ethics program
- Managed counseling clinic setting, supervising the performance of six therapists

Sept 1990–Feb  
1994

Staff Supervisor, Lakeside Boys and Girls Residence, Kalamazoo, Michigan

Managed crisis unit, supervising the performance of a seventeen-member, direct-care staff. Responsible for all operations, providing services to twelve residents.

- Unit had highest agency safety and lowest resident acting out rating
- Served on committee which developed and implemented Lakeside treatment program
- Acted as agency crisis intervention specialist
- Developed, implemented, and facilitated new employee training program

## **PUBLICATIONS**

### [Labor Market Analysis of the Kenosha, Wisconsin Region.](#)

2016 [Supported by the Kenosha Area Business Alliance] (with Bryan Bommersbach, George Erickcek, Brian Pittelko, Claudette Robey, Jim Robey, and Bridget Timmeney)

### [Accelerate: Economic Development Strategy and Prosperity Plan for the I-69 Thumb Region.](#)

December 8, 2014 [Supported by Genesee County Metropolitan Planning Commission] (with George A. Erickcek, Bryan Bommersbach, Brian Pittelko, Claudette Robey, and Jim Robey)

### [Economic Development Strategic Plan for the City of Waco, Texas.](#)

May 30, 2014 [Supported by City of Waco, Texas] (with George Erickcek, Brian Pittelko, Claudette Robey, Bridget Timmeney, Dennis Burnside, and Jim Robey)

### [Southcentral Michigan Five-Year Comprehensive Economic Development Strategy.](#)

September 30, 2014 [Supported by the U.S. Economic Development Administration] (with George Erickcek, Brian Pittelko, Claudette Robey, and Bridget Timmeney)