

Mindy Garber

My objective is to use my engineering, mediation, process, and multi-cultural experiences to help companies and teams become more productive and resolve internal and external conflicts confidentially, allowing companies to avoid litigation.

Work Experience

Mediation

I have over four years experience as a mediator in small claims, housing, and probate courts in Massachusetts. In addition, I have spent over 20 years helping resolve customer disputes. I also serve as mediator for the **MIT Entrepreneur's Club**. Presentations include *Helping Small Businesses Avoid Court* (2006) and *Resolving Conflict in Volunteer Organizations* (2007).

Engineering

I have spent the last 12 years as a founding employee of **Parlance Corporation**, Medford, MA, a company that provides speech recognition-based telephony services for leading organizations in education, healthcare and industry. I am currently Director of Customer Satisfaction.

Throughout the years, I have developed and implemented all corporate processes from pre-sales installation to post-sales support and customer satisfaction, helping company growth and allowing more services to be provided while managing budget. I also:

- Help develop the corporate vision and message with marketing team by conducting on-site customer visits to assess satisfaction and gather requests and requirements for feature enhancements and future products
- Provide marketing and engineering with feedback and product direction
- Develop and provide training for product resellers and all new employees from sales executives to technical support personnel
- Mentor new sales executives and aid in closing sales, while also providing pre-sales, installation, and post-sales technical support

Prior to Parlance, I was employed by **Bolt Beranek and Newman Inc.**, in Cambridge, MA. I worked 11 years in four different divisions as a customer services manager, product technical consultant, and a customer support engineer.

I've managed MIS services, educational services, documentation, hotline, and distribution services for a speech recognition software library. I developed, organized, managed and executed customer services, including consulting, training, documentation, demos, pre-sales and post-sales technical support to national and international customers. I also developed and taught parallel programming courses.

I represented BBN on the *Committee for Corporate Change* at the **Center for Quality Management**. I co-authored both a study on implementing cultural change in well-established corporate cultures and a paper on parallel computing. I also worked on a TQM task force to determine new product development. Received an award for performance excellence.

Training

Engineering

Master of Science in Engineering from Stanford University.

Bachelor of Science in Mechanical Engineering from Massachusetts Institute of Technology.

Mediation

I have completed 40 hours of mediation training in accordance with M.G.L.ch 233-23C and 30 hours of divorce mediation training at **Mediation Works Incorporated**, Boston, MA

In addition, I have completed courses on *Negotiation and Dispute Resolution* and *Mediation and Participatory Processes* at **Harvard University Law School's Program on Negotiation**.

Language Studies

I have completed over 20 courses in languages, through **Middlebury College** and **Harvard Extension School**, covering *Arabic, French, Hindi, Japanese* and *Swedish*. My interest is not simply to learn the grammar and vocabulary of each language but to understand what it is that people say to each other, why they say it, and how they communicate. These were more than just language courses. With each language studied came an understanding about each culture and how each society negotiates for what it wants and needs from others.

Other Activities

I believe strongly in helping the next generation gain the technical and communication skills they will need to solve the problems facing us today. To achieve that, I volunteer as a mentor in a seminar on entrepreneurship and serve as a one-on-one leadership coach to college undergraduates. I am also a member of the MIT Educational Council.