

Sam A. Whitehead, CIAO

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Deerfield, IL 60015

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Career Summary - Real Estate Assessment & Appraisal / Information Technology Management

The 2001 cutbacks in the IT related fields made a career change into the real estate appraisal profession necessary. I advanced from an Independent Appraiser to Deputy Assessor in 2.5 years. Experienced in property assessment, residential and mass appraisal, backed by 246 hours of formal training and certifications. As an IT Manager, selected, installed and managed major computer installations with concentration in the manufacturing and telephone industries

- Six years experience in real estate assessment / appraisal, licensed and certified.
- Twenty+ years experience with the selection, installation, operation and management of IT systems.
- Project Manager with strong ability to solve problems, plan, budget, prioritize and get results.
- Dedicated, professional attitude with excellent people skills.
- Skilled at management, planning and meeting long-term objectives.

Key Areas of Knowledge and Ability

Information Technology

System selection, installation
Application support, management
Strategic planning, budgeting
Project management
Outsourcing, vendor relations

Real Estate Appraisal / Assessment

Certified Illinois Assessment Officer
Deputy Assessor
Mass Appraisal
Licensed State Associate Appraiser
Residential Appraisal

Office Management

Administration, hiring
Budgeting
Expense reduction
Problem solving
Reorganization

Professional Experience

MORAINÉ TOWNSHIP ASSESSORS OFFICE, Highland Park, Lake County, IL

2008 Semi-Retired
2003-2008

Deputy Assessor

- Certified Illinois Assessment Officer (C.I.A.O.) for a 13,000-property township.
- Deputy Assessor
- Assess value, record and maintain properties in computerized Proval+ Property Cost System.
- Interface with Lake County Assessors and Treasurers Offices.

Self-Employed – Independent Residential Real Estate Appraisals

2002-2003

- Perform appraisals of residential real estate in the state of Illinois as a licensed State Associate Real Estate Appraiser, license number 557-000212. Experience level is 2,059 hours in an 11-month period.

KOMET OF AMERICA, INC., Schaumburg, IL

1984-2001

MARTIN TOOL WORKS, INC., absorbed by Komet Präzisionswerkzeuge, Robert Breuning, GmbH

Manager-Information Technology

- Developed and managed all computer operations serving the US, Canada and Mexico. Sales advanced from \$ 5 Million to \$ 48 Million during this period.
- Planned and managed the IT budget to be consistently at or below 2% of gross sales.
- Selected and installed the hardware and software for a formal ERP system. Key selection criterion was the need for a strong manufacturing component and support for 5 years of growth.
- Planned, directed and moved all computer operations to the new company location. Awarded 140% of annual bonus based on the success of this move.
- Selected and managed consulting and outsourcing services. A current project was the introduction of VPN remote network access that resulted in a \$ 35,000 to \$ 50,000 annual savings.
- Guided development of software that allowed the 65 member field sales force to remotely access their live data on the ERP system.
- Reduced Windows NT Servers by 2 units (29%) via consolidation and reorganization of work.
- Outsourced WEB services that eliminated the need for in-house expertise and hardware.
- Upgraded from manual to radio frequency data collection on the shop floor.
 - Inventory turns improved 30% to 4 turns per year.
 - Quality of on-hand inventory improved resulting in quicker on time delivery. Items in stock at time of order improved from 75% to well over 95%.
 - Shop floor productivity improved 20% in the first year due to process improvements.

MARTIN TOOLS WORKS, INC. Rolling Meadows, IL 1982-1984

Data Processing Manager

- Developed, with a consulting programmer, a shop floor labor reporting, cost accounting system. The system filled audit requirements for government defense contract work and facilitated in-house job monitoring and control. Original development was on the CP/M operating system, later upgraded to VAX Basic on the VMS operating system to support company growth and multi-user requirements.

WHITEHEAD ENTERPRISES, Deerfield, IL 1980-1982

President / Owner

- Developed a multi-level sales organization. Three down-line companies were developed with over 200 independent distributors.
- Established one of the first companies to use a home computer system for multi-level marketing.

CADENCE INDUSTRIES, Philadelphia, PA 1977-1980

Regional Manager-Midwest

- Coordinated and directed telemarketing functions for the 125 member sales force.
- Guided the merger of Midwestern States Company with this company. Major concerns were the transfers of the loyalties of the independent sales staff.
- Established a successful, smooth and rapid transition that was accomplished within 3 weeks of the announced merger.

MIDWESTERN STATES COMPANY, INC., Des Plaines, IL 1974-1977

President / Owner

- Negotiated the purchase of this 8 state telemarketing franchise.
- Directed a 125 member independent telemarketing sales force with an office staff of 4.
- Increased annual sales by .51% from \$560,800 to \$848,000.
- Increased net income after taxes from .5% to 2.4% of gross sales.
- Negotiated and guided the sale/merger of this company with a large conglomerate, Cadence Industries, that provided continuing operation and retained the loyalty of all 125 sales agents.

NORTHWESTERN BELL TELEPHONE COMPANY, Fargo, ND 1972-1974

Data Processing Manager

- Managed the Data Processing Office for North Dakota with an annual budget of \$ 737,000.
- Operated a 24 X 7 center with a staff of 5 managers and 13 employees.
- Top-rated efficiency and accuracy consistently in the 5 state area.
- Developed highly rated personnel with 7 being selected for promotion to management.

U S ARMY SECURITY AGENCY, Far East Locations

Morse Intercept Operator, MOS 058

- Qualified for and held a Crypto Level Security Clearance (above Top Secret).
- Advanced from grade E-1 to E-5, Specialist 5th Class.
- Awarded level 2 (top) proficiency pay for job expertise.

Education / Training

- 2007- Real Estate Assessment & Appraisal, 42 hours formal, transcript attached
- 2006- Real Estate Assessment & Appraisal, 34 hours formal, transcript attached
- 2005- Real Estate Assessment & Appraisal, 77 hours formal, transcript attached.
- 2004- Real Estate Assessment, 67 hours formal, transcript attached.
- 2003- Real Estate 5.0A National USPAP Update, National Association of Independent Fee Appraisers
- 2003- Real Estate Supporting Sales Comparison Grid Adj. for Residential Prop., Appraisal Institute
- 2002- Real Estate Appraisal App I, App II and App III at REEC, Deerfield, IL
- Management Information Systems, Wahpeton State College of Science, Wahpeton, ND
- Operant Management, Financial Management, Labor Relations, Instructor Training with Northwestern Bell Telephone Company, Fargo, ND
- Classified training, US Army Security Agency Training Center, Fort Devens, MA

Transcript of Assessor / Appraisal Classes Taken

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06/06-09/02	APP II Foundations of Real Estate Appraisal Course # 173-000105 Provider - 155-000105 Real Estate Education Company, Chicago, IL	30 Hrs / Exam
06/13-16/02	APP III Appraising The Single Family Residence Course # 173-000106 Provider - 155-000105 Real Estate Education Company, Chicago, IL	30 Hrs / Exam
06/27-28/02	APP I Standards of Professional Practice Course # 173-000104 Provider - 155-000105 Real Estate Education Company, Chicago, IL	15 Hrs / Exam
07/30/2002	Exam - Licensed Associate Real Estate Appraiser Provider - Office of Banks & Real Estate, Springfield, IL License # 157.0000212	Exam
04/29/03	5.0A National USPAP Update Provider – Nat’l Assoc of Independent Fee Appraisers St. Louis, MO Illinois License # 175-000106	7 Hrs
06/20/03	Supporting Sales Comparison Grid Adjustments for Residential Properties Provider – Appraisal Institute, Chicago Chapter Illinois License # 175-000837	7 Hrs
10/01-08/03	Crystal Reports Provider – College of Lake County, Grays Lake, IL	14 Hrs
03/24-26/04	# 251/E Basic Assessment Practices, Option 1 Provider – Illinois Property Assessment Institute Bloomington, IL	2 ½ Days / Exam

3/20/2008

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05/17-21/04	# 252/E Property Valuation, Option 1 Provider – Illinois Property Assessment Institute Bloomington, IL	4 ½ Days / Exam
09/15-17/04	# 253 Introduction To Mass Appraisal Techniques Provider – Illinois Property Assessment Institute Bloomington, IL	2 ½ Days / Exam
02/18/05	# IL 175-000820 National USPAP Update Provider – McKissock Deerfield, IL	7 Hours
02/19/05	# IL 175-000763 Assessing the Oddball: Nonconforming & Difficult Properties Provider – McKissock Deerfield, IL	7 Hours
04/12-13/05	I-M Introduction To Mapping For Assessors Provider – Illinois Department of Revenue Springfield, IL	2 Days / Exam
04/14-15/05	I-A Introduction To Residential Assessment Practices Provider – Illinois Department of Revenue Granite City, IL	2 Days / Exam
04/15/05	Conferred Designation – Certified Illinois Assessing Officer Provider – Illinois Property Assessment Institute	
04/26-28/05	Crystal Reports With Assessors Proval Database Provider - Manatron Corp., Dwight McGee-Business Analyst II Lake County Office, Waukegan, IL	3 Days
05/05/05	Residential Construction Provider – McKissock Itasca, IL	7 Hours
05/06/05	Appraising High-Value Residential Properties Provider – McKissock Itasca, IL	7 Hours

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03/20-21/06	# 849/S Valuation of Residential Land Provider – Illinois Property Assessment Institute Springfield, IL	15 Hrs CE
03/22/06	GIS WEB System Provider – Lake County Waukegan, IL	3 Hrs
10/19-20/06	II-A Intermediate Residential Assessment Practices Provider – Illinois Department of Revenue Warren Township – Gurnee, IL	2 Days / Exam
03/26-27/07	#2 625/S Analysis of Commercial Appraisal Reports Provider – Illinois Property Assessment Institute Springfield, IL	2 Days
03/28-30-07	#2 125/E Introduction to Income Producing Properties Provider – Illinois Property Assessment Institute Springfield, IL	3 Days / Exam
05/01/07	National USPAP Update Provider – McKissock Elk Grove Village, IL	1 Day

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Experience Level

- 08/07/02 to
09/14/03 **Associate Real Estate Appraiser** logging 2059 hours appraising 182 single family residences in northern Illinois. State License # 557-0000212.
- 09/15/03 to
05/30/05 **Field Appraiser** for the Moraine Township Assessors Office in Lake County Illinois performing mass appraisal work including house typing, measuring, sketching, assessing values and database recording of property record cards for new and existing properties.
- 06/01/05 to
01/31/08 **Deputy Assessor** for the Moraine Township Assessors Office in Lake County Illinois. The Township contains 13,000 properties for which values are assessed, recorded and maintained in the computerized Proval+ Property Cost System. An office interface is maintained with the Lake County Assessors and Treasurers Offices.
- 02/01/08 **Semi-Retired**