

**MICHELLE C. MARKHAM, MBA**  
**STATE CERTIFIED GENERAL APPRAISER #2796**  
**LICENSE EXPIRATION DATE: 12/31/2011**

**CAREER SUMMARY**

- Fifteen years of business experience in the service industry, primarily with a Fortune 500 Company.
- Skills and abilities in financial analysis, budgeting, auditing, and managing business operations.
- Proven success in leading and motivating employees, working in a team environment, and providing excellent customer service.
- Master's level education in Business Administration, *Boston University*.

**PROFESSIONAL ACCOMPLISHMENTS**

***Business Analysis / Negotiations***

As a Business auditor for Hannaford Bros. Co., successfully performed audit of 55 stores for potential violations of minors' work hours. This audit resulted in a company wide effort to improve knowledge, compliance, and accountability of labor laws for minors. In addition, audited store construction time and materials, and led audit of trucking company inefficiencies. Audit resulted in an assurance of the cost and consistency of the construction company responsible for the new store format construction. A decision to upgrade trucking systems and change the mix of backhaul and for hire contracts.

As a Category Manager, successfully negotiated new item allowance on Frozen Foods for three warehouses that distribute to 255 supermarkets. Achieved budgeted new item allowance funds, a 23% increase over prior year, and largest contributor.

***Business Operations***

As a Store Manager, developed numerous employees in areas of human resource, store operations, customer service, and financials. As a result, many employees were promoted, and store successfully achieved budget. New super-store construction required grand opening preparations. Responsible for hiring, training, priority lists, store set-up, merchandising, and marketing. Resulted in store opening with record sales and continues to be the highest sales volume store in the chain.

***Project Management / Training***

As a Store Manager, selected to lead, or serve on numerous committees. Selected to lead the district Safety Committee consisting of 13 stores. Resulted in reduced workers compensation dollars spent, reduced accidents, and reduced lost time at work. Led the District as a Certified Food Safety Trainer. Developed and trained a three day certification course. Successfully certified 60 salaried managers. Selected as a Project Manager for a chain of stores purchased in North Carolina. Responsible to oversee a major systems roll-out to store operations. Successful, timely roll-out controlled company spending and improved store operations.

**PROFESSIONAL EXPERIENCE**

**Maineland Consultants**, Portland, Maine, February 2003-Present  
Licensed Appraiser

**Hannaford Bros. Co.**, Scarborough, Maine, 1992-2002

A division of DelHaize America, operating supermarkets and distribution centers in New England

Category Manager, Corporate Headquarters, 2001-2002

Responsible for managing a team and the procurement, pricing, promotion and merchandising for the frozen food category for 115 Hannaford and 140 Kash 'n Karry supermarkets located in Central Florida.

Business Auditor, Corporate Headquarters, 2000-2001

Accountable for overseeing inventories for the sale of the southeast stores to Lowe's supermarkets. Responsible for completing the major portion of yearend financial statement audits for PriceWaterhouseCoopers accounting firm.

Retail Store Manager, Glenville, New York, 1997-2000

Responsible for managing the operation of a 55,000 square foot store. Accountable for sales, budgets and managing 190 employees to maximize potential earnings.

Retail Store Manager Non-perishables, Nashua, New Hampshire, 1995-1997

Grocery Manager, Nashua, New Hampshire, 1995

District Management Trainee, Manchester, New Hampshire, 1994-1995

Customer Service Manager, Manchester, New Hampshire, 1993-1995

District Office Trainer/Office Coordinator, Manchester, New Hampshire, 1992-1993

**Alexander's Supermarket**, Lowell, Massachusetts, 1988-1992

Corporate Financial Planner, responsible for managing 25 full-time employees. Responsible for managing payroll, accounts payable, accounts receivable, and retail sales.

### **PROFESSIONAL DEVELOPMENT AND EDUCATION**

MBA, *Boston University*, 1999

Bachelor of Science, Accounting, *New Hampshire College*, 1993

Karass Effective Negotiating Seminar, Boston, Massachusetts, 2001

Harold C. Lloyd Leadership Seminar, Corpus Christi, Texas, 1999

Dale Carnegie Leadership Seminar, Nashua, New Hampshire, 1990

### **PROFESSIONAL APPRAISAL COURSES TAKEN**

Principles of Appraisal, *University of Southern Maine*, 10/02

Uniform Standards of Professional Appraisal Practice, *JMB Real Estate Academy*, 11/02

Appraising 1-4 Family Properties, *JMB Real Estate Academy*, 11/02

Course 120, Appraisal Procedures, *Appraisal Institute*, 3/03

Evaluating Commercial Construction, *Appraisal Institute*, 11/03

Appraising Convenience Stores, *Appraisal Institute*, 3/05

New URAR, *Appraisal Institute*, 6/05

Real Estate Finance, Statistics and Valuation, *Appraisal Institute*, 9/05

7-Hour National USPAP Update Course, *Appraisal Institute*, 10/05

Business Practices & Ethics, *Appraisal Institute*, 10/05

Analyzing Distressed Real Estate, *Appraisal Institute*, 10/05

General Applications, *Appraisal Institute*, 11/05

### **COMMUNITY INVOLVEMENT**

YMCA, Board of Directors, Albany, New York, 1997-2000

Lion's Club, Scotia-Glenville, New York, 1997-2000

Mayor's Recycling Committee, Nashua, New Hampshire, 1995-1997

Manchester Kiwanis Club, Manchester, New Hampshire, 1994-1995

United Way Allocations and Loaned Executive, Manchester, New Hampshire, 1994