

As Director of the LSBDC Greater New Orleans Region, **CARMEN SUNDA** is responsible for



ten parish regional SBDC. She assists and advises a diversified group of business owners and manages a team of independent contractors, small business consultants, graduate assistants, students and interns. She was named the Louisiana SBDC State Star in 2007 and awarded the SBA 2009 Financial Services Champion of the Year for the state of Louisiana. Sunda has more than 25 years experience working with small businesses. Her areas of expertise include small business disaster preparedness and recovery, strategic marketing, loan packaging, market research, and management. She also has taught business courses at both Loyola and the University of New Orleans for the past 20 plus years. She holds an MBA from the University of New Orleans.

**JERRELYN (“JERRE”) MADERE’S** background in counseling and adult education, combined with



her wide range of experience in business, government and community service, are the foundation of her training and consulting expertise. She has developed her management, analytic, and strategic planning skills through years of public and private sector service, working with individuals, government, small businesses and Fortune 500 organizations. As a successful business owner, she was a N.O. Chamber Rising Tide small business finalist and also received national recognition for two consecutive years. As a consultant, and project manager, she has been responsible for multi-million dollar projects. She worked as a grants procurement specialist and program manager for over fifteen years, coordinating public and community-based programs financed through the U.S. Department of Education, Housing and Community Development, Economic Development Administration and Department of Labor. She organized the first Private Sector Initiative Program for the City of New Orleans and received national recognition for training and job placement. For ten years, as Assistant Dean at Delgado Community College, she was directly responsible for the design and delivery of professional and workforce development programs. Devoted to lifelong learning, her passion is teaching, counseling, and group facilitation led her to launch a new consulting venture in 2009: *Works In Progress*. As a business consultant with the Small Business Development Center for the Greater New Orleans Region, she provides one-on-one counseling, administrative support, and develops and leads small group training seminars. Jerre is a Certified Business Resiliency Operations Consultant. Born in Evanston, Illinois, Jerre grew up in Lafayette, Louisiana. She graduated from the University of Southwestern Louisiana (now U.L.L.) with a Bachelor’s degree in Education and a Master’s degree in Counseling. She moved to New Orleans in 1978 and completed graduate courses for a Master’s in Urban Studies at the University of New Orleans. She has also completed all course work for her Doctoral degree in Adult Education. She has attended and completed the Institute for Management of Lifelong Education at Harvard University’s Graduate School of Education in Cambridge, Massachusetts and the Metropolitan Leadership Forum, sponsored by Tulane University.

**DIANNE F. SCLAFANI** began her business experience as a young teenager in her family's 500-seat restaurant, Restaurant Sclafani, Inc. in Metairie, Louisiana. Her mentors, grandfather, Chef Pete and father, Chef Frank educated her in all aspects of a la carte, fine dining and banquet facilities for the business. Dianne supervised 10 or more cooks and managed from a la carte dining to catering sales and services for several years. Later, she applied her culinary experience working for full-line and gourmet food service distributors, selling their products and her consulting services to local restaurateurs and small hotel restaurants. Dianne's vast area of expertise in professional practical business management along with a BS in Management qualifies her to represent her father's school, Sclafani's Cooking School, Inc. in many capacities. She is a chef instructor, assist in administrative office management, career counselor for recruiting students and networks with culinary businesses to fill their culinary staffing positions and job placement assistance for the school's graduates. In addition, Dianne consults entrepreneurs looking to find quick solutions for their business needs. She is a knowledgeable resource for their success. Her extensive experience qualifies Dianne to be a professional multi-talented speaker, consultant and trainer; specializing in business topics for new and existing restaurants.



**WINSTON WILLIAMS** is the President of Williams Consulting Services, a professional consulting, training and speaking firm that creates action-strategies for individuals and businesses to transform them from their current state of "paralysis" to a state of peak performance and productivity. Winston has over twenty 22 years of business experience, including:

- SBDC consultant since 2003, with special focus on the Construction industry.
- 10 years accounting with experience working for Ernst & Young
- 2 years banking experience working as Vice President for Whitney Bank

Winston has worked in all areas of business...from startup to expansion with emphasis business and strategic planning, business registration, certification and contracts. Winston serves as an Adjunct Professor at the University of Phoenix in the Department of Business and is a member of the National Speakers Association (NSA). He also serves on the Board of Directors for Goodwill Industries New Orleans Chapter. Winston earned a Masters of Business Administration from Tulane University's A.B. Freeman School of business. Winston has been interviewed and quoted in the print and broadcast media.

A native of Madrid, Spain, **RUPERTO CHAVARRI** has an ABD in Economics from the



University Complutense of Madrid. He also has a Diploma in Managing Studies by the American Graduate School of International Management (Thunderbird Management Center). He is a Certified Global Business Professional by NASBITE International. Previously he was Director of the Louisiana International Trade Center of the University of New Orleans. He was Vice President of NOLA Steel Inc., the commercial branch of Spain's then, largest steel mill-ENSIDESA. He worked at the Trade Commission of Spain in Dallas and New Orleans as Trade Analyst. In Spain, he was an Economist with the Electric Power Entrepreneurial Federation, and a Professor at the Universidad Complutense de Madrid.

Currently, as Consultant of the Louisiana SBDC, he promotes and develops international trade and trains and helps companies and people interested in going global. He teaches International Business at the University of New Orleans Executive MBA programs in New Orleans, Jamaica and Puerto Rico; and International Marketing Management to graduate and undergraduate students. He has written several publications and translated books and documents from English to Spanish. He is a current or past member of the International Business Committee of the New Orleans World Trade Center, French-American Chamber of Commerce, North American Small Business International Trade Educators (NASBITE), Louisiana Industrial Development Executives Association (LIDEA), Japan-Louisiana Association, Louisiana-Mexico Trade Association, Council for International Visitors, and the Spanish Society.

**ALBERT OVERMAN** is a Business Consultant and Professional Business and Life Coach who



lives and works primarily in the New Orleans and Louisiana areas, although he is available for special projects and telephone consulting and coaching anywhere. He has a Bachelor of Science degree in Engineering and a Juris Doctor in Law. After working as an engineer on U.S. Space and Defense programs, he became the corporate legal counsel and consultant for four Fortune 500 corporations, and has worked extensively in the areas of business consulting, and business and real estate law. He is a consultant for the Small Business Development Center (SBDC) where he works with businesses of all sizes. He is an

Adjunct Professor of Business at a local community college. He works through his company, Executive And Life Coaching Services LLC, and as a part of specially-constructed teams when necessary for larger projects. He also uses his Business and Executive Coaching skills to coach clients on various business and personal issues. He is available for private consultation, in person or by telephone, and for speaking engagements to groups of all sizes. More information is available on Mr. Overman at his web site <http://www.albertoverman.com/>

**MIKE PENNISON** has over 30 years business experience. Mike's background includes



consulting, project management, purchasing contracted services, Information Technology, engineering, construction, and oil & gas. Mike currently works with the Louisiana Small Business Development Center assisting businesses with strategy, operations, financial projections, and marketing. Mike has an MBA Degree from Loyola University and is a lifelong learner. Mike has 2 certifications: C.P.M. (Certified Purchasing Manager) issued by ISM (the Institute for Supply Management) and CPIM (Certified in Production and Inventory Management) from the old APICS (American Production and Inventory Control Society) now known as The

Association for Operations Management. Some of Mike's project management experience includes:

- Project Manager on a corporation-wide stores inventory cataloging project. Mike coordinated schedules, supervised personnel on project activities, and implemented changes to computer systems. This was a multi-year project involving loaned resources from several functional organizations and geographically dispersed sites.
- Project manager on an IT project that converted old inventory system data into new the inventory system.

Mike has worked in process teams on studies with McKinsey and Company and Booz Allen Hamilton consultants on projects to improve profitability by expediting getting repair materials to crews faster and at less cost. Some of the seminars that Mike has taught for the SBDC include: Starting and Financing Your Business; Financial Statements; Marketing; Project Management; and Business Plan Writing. Mike is a Professional Member of National Speakers Association (<http://www.nsaspeaker.org/>) Mike is a certified trainer of the Covey 7 Habits for Small Business Managers. Mike and his wife have 2 adult sons.

**YOULANDER FULTON** is a seasoned professional in business ownership and



consultation. Her father Alexander Fulton, a pioneer business owner for over 60 years, mentored, exposed and provided his daughter with guidance in the business arena. Youlander complimented this mentorship with academic acquisition of both an undergraduate degree in Communications from the University of New Orleans and a Master of Science Degree in Counseling from

Kansas State University. A second generation entrepreneur, Youlander Fulton comes from a family of successful business owners. Her unique blend of academic, professional and mentoring experiences in business have produced a savvy business consultant who now serves the Louisiana Small Business Development Center, Greater New Orleans Region. Ms. Fulton presents an invaluable role in providing information and consultation on business start-up and expansion, business plan development, strategic planning and development, operational issues, marketing, public relations, and advertising. She also presents seminars on various business topics. Highlights of additional experiences include, but are not limited to:

- Coaching Training- Sage University/Ibiza Spain
- Certified Teacher State of Texas and Georgia
- Psychology Instructor Herzing College
- Counselor- Texas Southern University and Kansas State University
- Planning and Development Coordinator – City of New Orleans
- Event Exhibit Coordinator – New Orleans Convention Center
- Small Businesses Owner (since 1981) Sno biz (fast foods), Richaun Imports ( ladies retail clothing), Your Travel Companion (Travel accessories and luggage), Hallowed Coaching and Consulting (Business, Educational and Personal)