

# FAITH A. TAKES

One Park Place · Albany, New York 12205  
(518) 786-0855 x1427 *Phone* · (518) 785-7560 *Fax* · ftakes@empireed.com *E-mail*

## PROFILE

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Results-oriented and visionary senior manager with broad experience in private post-secondary educational institutions. Proven track record in successful sales, marketing, fiscal and operational management. Valuable expertise in public relations, banking, and government relations. Entrepreneurial, tenacious, and hard-working. Record of distinguished service to the proprietary higher education field.

## EXPERIENCE

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**2003 – Present**                      **Empire Education Corporation**                      **Albany, New York**  
**Chairwoman of the Board**

Direct operation of Mildred Elley School, a two-year degree-granting college with campuses and sites in Albany, NY; New York City, NY; and Pittsfield, MA offering programs in nursing, health and wellness professions, business and technology, and online medical and transcription programs; and formally Austin's School of Spa Technology, a professional post-secondary school in Albany, NY with programs in appearance enhancement. Manage \$30+ million budget and oversees all state, federal, and accreditation compliance issues, marketing and public relations, and all day-to-day operations. Oversee staff of 240 people and student census of 1,700 students.

**1998 – 2003**                      **TASA Educational Service Corporation**                      **Latham, New York**  
**Executive Vice President/ Chief Operating Officer**

Managed a higher education division of Touchstone Applies Science Associates, a NASDAQ Small Cap Company, encompassing two post-secondary career colleges with a budget of over \$5 million. Directed marketing and public relations; academics; student outcomes; budget construction and maintenance; day-to-day fiscal operations; development of banking and government relationships; and compliance with all state and federal agencies. Supervised staff of 100 professionals.

- Developed acquisition plan that included identification of schools with profiles conforming to corporate objectives for potential purchase; financial arrangements; and administration of due-diligence efforts.
- Presented offers, transition plans, and financing arrangements for potential purchases.
- Increased revenue 20% within 18 months by implementing new programs and targeting new markets at current locations.
- Developed and implemented highly successful information technology program focusing on software problem solving.
- Subject to three government agency audits in 12 month period.
- Oversaw development of self-study resulting in a six year grant of accreditation.
- Promoted schools vocational programs in diverse nonacademic settings.
- Created environment allowing students to plan and implement incubator businesses.
- Developed articulation agreement between Mildred Elley and four year SUNY-system schools.
- Continued to fulfill the objectives of Mildred Elley.

## FAITH A. TAKES

**1985-1998**

**Mildred Elley School Inc.  
Owner, President, and Chief Executive Officer**

**Latham, New York**

Managed two-campus post-secondary vocational education operation with approximately 100 staff and faculty members. Directed marketing; public relations; academic development and integrity; retention and placement outcomes; development and maintenance of budget; and overall fiscal operations. Formed banking and government relationships and ensure compliance with all state and federal regulatory agencies monitoring the school.

- Expanded level of offerings from non-degree granting institution to degree-granting authority by the New York State Board of Regents.
- Established branch campus in Pittsfield, MA, increasing its enrollment from 20 to 200 students within seven years.
- Relocated school from 7,000- to 14,000- and ultimately to 21,000-square foot building.
- Developed and implemented over 20 new programs in 14-year span, attracting new markets.
- Increased annual revenue from \$125,000 to nearly \$5 million in 14-year period.
- Increased staff from 5 to 100 employees and student body from 37 to 500 students.
- Created highly aggressive strategic marketing plan, and implemented systemized admissions process that ensured procedural consistency.
- Responded to proposal requests for on-site and off-site training contracts with an approximate success record of 80%.
- Executed public relations functions through personal presentations, press releases, creation of press packer exhibiting expertise in vocational education, and development of strategic media relationships, maintaining high level of visibility.
- Monitored cash flow, independently developed lines of credit, and secured SBA loan.
- Lobbied local, state, and federal legislators for vocational education in areas including financial-aid programs and government regulations.
- Developed policy and procedure manual to ensure understanding of expectations of employees and employers.
- Successfully negotiated sale to TASA, who adopted Mildred Elley's policies and procedures.

**1986-1998**

**Independent Consultant**

**Albany, New York**

Provided consultation services for educational institutions and industry.

- Designed and implemented business-related training programs specific to company's needs, such as training in management, motivation, and secretarial skills.
- Obtained new clients through referrals based upon client satisfaction.
- Acquired high-profile clients including: Aetna Insurance Company, Sterling Winthrop Research Labs, Coleco Industries, Citibank, the New York Telephone Company, Key Bank, and Ayco.
- Facilitated the transition to accreditation for an unaccredited institution.
- Architect for two registered business schools, now accredited institutions.
- Designed management plan for multi-school operation.

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**1980-1985**                      **Weymouth Enterprises**                      **Hempstead, New York**  
Regional Director (1983-1985)  
Director, Spencer Business Institute (1980-1983)

Promoted from director of Spencer Business Institute in Schenectady, NY, to manage three business schools in Albany, Binghamton, and Hempstead, Long Island, serving up to 500 students.

- Oversaw 3 school directors and staff of 100.
- Implemented strong marketing program resulting in increased revenue.
- Doubled revenue of three schools within five-year period.
- Subject to both federal and state agency audits.
- Developed new programming to broaden market.

### EDUCATION AND PROFESSIONAL TRAINING

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10/2003                      Lesley University                      Cambridge, Massachusetts  
Master of Science in *Management* with concentration in *Human Resource Management*

08/1979                      University at Albany—State University of New York                      Albany, New York  
Bachelor of Science in *Business Education*, Summa Cum Laude

### SERVICE TO THE HIGHER EDUCATION FIELD

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1992 – 1996                      New York State Proprietary School Advisory Council                      Albany, New York  
President (1994-1996); Member (1992-1994)

Appointed by Governor Mario Cuomo as a Council Member and subsequently elected as a Council Chairperson. Served as liaison between New York State career schools and the New York State Education Department in the crafting and implementation of reform legislation.

1980 – 1988                      New York State Registered Business School Association                      Albany, New York  
President (1986-1988); Member (1980-1986)

Used diplomatic skills to bring fragmented association together and increase membership.

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### HONORS

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- May 2013 - Women of Excellence Award presented by Women's Business Council and the Albany-Colonie Chamber of Commerce.
- December 2013 – Hudson Valley Magazine's Women of Excellence Award
- Among the top four business women in the Greater Capital District area of New York State
- Honored by Latino Magazine for services to the Latino Community of the Greater Capital District area New York State
- Distinguished Member of the Year award by Career College Association for leadership in career education.
- Italian-American of the Year Award for continued commitment to community service through education.

### SERVICE TO THE COMMUNITY AND PROFESSIONAL AFFILIATIONS

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- St. Sophia Greek Orthodox church, three-term President and ten year Board Member.
- Wildwood Foundation, past Board Member.
- Albany Symphony Orchestra , current Board Member
- The Alliance for Quality Business School Education, former Member, past Chairperson.
- New York State Adult Learning Council, past Council Member.
- Hudson Valley Girl Scouts, past Board of Directors Member.
- Albany-Tula Alliance, past Board of Directors Member.
- APSCU, current member, Grassroots Committee