

Smart, Savvy & Successful: Ten Profiles

The Ten Profiles include:

Kathleen Blake, M.D.
Deirdre Firth
Beverly R. Nomberg
Nikki Kull
Betty Gardner
Annique M. Malm
Susan Lee Harper
Mary Ann Weems
Lena Carr
Mamie Teague

KATHLEEN BLAKE

NAME: Kathleen Blake, M.D.

TITLE/ COMPANY/ ORGANIZATION: Cardiologist, New Mexico Heart Institute

ADDRESS & PHONE:

New Mexico Heart Institute
1001 Coal Ave SE
ABQ, NM 8710
505.841.1000

YEARS IN THE BUSINESS: Cardiologist since 1983, in New Mexico 9 years.

SERVICES PROVIDED: A physician and partner in a comprehensive cardiology practice, with special interest in rhythm disorders, general cardiology, and the heart health of women.

PROUDEST ACCOMPLISHMENT: I am able to help people at what is for them often their time of greatest need. My mission is to communicate to the professional community and the general public that women can get heart disease, as well as men.

WHY IS THIS SO IMPORTANT? Many women don't think they can have heart disease like men. I want to educate them so they can benefit from prevention and avoid heart disease. I am able to make a long-term difference in the quality of people's lives.

KEY TO SUCCESS/ CUSTOMER SERVICE: I work hard. I listen carefully. And I don't give up.

FIRST PAID JOB: Babysitting. As a teenager, I earned enough money to buy contact lenses.

FAVORITE FOOD: Garden burgers with green chile. I eat one every day.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Find the best group of people to work with and stay with it. Find a place in your business where you are uniquely able to make a contribution. Get very comfortable and good at teamwork.



DIERDRE FIRTH

NAME: Deirdre Firth

TITLE/ COMPANY/ ORGANIZATION: Vice President for Business Development, Albuquerque Economic Development, Inc.

ADDRESS & PHONE:

Albuquerque Economic Development, Inc.
851 University Blvd SE
ABQ, NM 87106
505.246.6200

YEARS IN THE BUSINESS: 7 1/2 years. In current position since April, 1996.

SERVICES PROVIDED: To create new job opportunities for the Albuquerque metropolitan area and work to attract new companies in the areas of manufacturing, research and development, and certain types of business services from outside the state.

PROUDEST ACCOMPLISHMENT: Being part of an organization that is directly responsible for creating more than 21,000 jobs (40,000 including spin-offs) in Albuquerque over the last 35 years. Since I started the marketing programs designed to improve recognition and consideration by out-of-state companies, there has been an increase of more than 400% interest in Albuquerque.

WHY IS THIS SO IMPORTANT? Economic development programs are important for a community, particularly like New Mexico, to provide job opportunities so people don't have to leave the state. They also increase per capita income, create "higher value" employment opportunities, and help to diversify the economy.

KEY TO SUCCESS/ CUSTOMER SERVICE: A strong team approach by economic developers in various organizations and public agencies combined with the support of public officials. In terms of the community-in-plant training, support training through TVI and UNM, a productive work force, the support of the local business community and the incredible technical resources available nearby (i.e. Sandia, UNM, Phillips Labs).

FIRST PAID JOB: As a sales clerk in a retail store at holiday time when I was 17.

FAVORITE FOOD: Medium rare steak ... filet mignon.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Find people who know more than you do, and learn from them. For me personally, the key to my personal success has been the opportunity to work and interact with extremely talented people.



BEVERLY NOMBERG

NAME: Beverly R. Nomberg

TITLE/ COMPANY/ ORGANIZATION: Executive Director, La Familia Placement Services, Inc.

ADDRESS & PHONE:

La Familia Placement Services, Inc.
707 Broadway NE, Suite 103
ABQ, NM 87102
505.766.9361

YEARS IN THE BUSINESS: 8 years.

SERVICES PROVIDED: Adoption and treatment foster care agency. Provides full range of new-born adoption services in state, out of state, and internationally. Recruits and trains families to provide in-home care and treatment for children who are severely emotionally disturbed.

PROUDEST ACCOMPLISHMENT: Building a successful agency that meets the needs of children and families. Our agency tripled the number of children it served in 1995.

WHY IS THIS SO IMPORTANT? In the foster care arena, we are helping children to survive in this world. Most would end up in jail or state hospitals without our care.

KEY TO SUCCESS/ CUSTOMER SERVICE: We have a very skilled staff as well as dedicated and skilled treatment parents who work together as a team. We provide individualized treatment for every child. Our goal is to keep these children out of institutions long-term.

FIRST PAID JOB: Working at Tastee Freeze when I was 15 in Republic, Missouri for 50¢ an hour.

FAVORITE FOOD: Red chile on virtually anything.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Find something you believe in doing and then do it.



NIKKI KULL

NAME: Nikki Kull

TITLE/ COMPANY/ ORGANIZATION: Vice President for Residential Programs, New Mexico Boys and Girls Ranches, Inc.

ADDRESS & PHONE:

New Mexico Boys and Girls Ranches, Inc.
6209 Hendrix NE
ABQ, NM 87110
505.881.3363

YEARS IN THE BUSINESS: 26 years. In current position about 1 year.

SERVICES PROVIDED: Long-term residential care for children who have experienced some disruption in family life - frequently, they come from broken homes or difficult backgrounds. The programs are rural-based and the children come into the program for 18 months. The goal is to reunite families.

PROUDEST ACCOMPLISHMENT: Providing children with the opportunity to change, a way to get a fresh start. The hope is that we will have an impact on future generations, and that children can straighten out their lives and be healthy citizens and have families of their own.

WHY IS THIS SO IMPORTANT? We see a lot of problems with teenagers today. If we can step in, re-direct them, teach them about unconditional love, and setting goals, we can help this generation, and generations to come. If we don't focus on youth, we won't have a future.

KEY TO SUCCESS/ CUSTOMER SERVICE: Commitment-to what we believe in and what we've seen works. A sense of humor-when people are hurting you need to back away and keep enjoyment in your own life. We have a lot of good teachers-it takes a lot of people to do this work - nobody can do this kind of work alone.

FIRST PAID JOB: Lifeguard at swimming pool when I was in high school.

FAVORITE FOOD: I like everything ... probably Mexican food ... burritos.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Try to determine what you want to accomplish. Devise methods to accomplish it. Stick to the plan, and evaluate what works and what doesn't.



BETTY GARDNER

NAME: Betty Gardner

TITLE/ COMPANY/ ORGANIZATION: Manager of Procurement and Materials, PNM/ Gas Services

ADDRESS & PHONE:

PNM/ Gas Services

4625 Edith NE

ABQ, NM 87107

505.241.7796

YEARS IN THE BUSINESS: 22 years in the purchasing and materials area.

SERVICES PROVIDED: Responsible for buying materials (gas meters, meter pipes, etc.) for residential, commercial, and industrial customers; for maintaining inventory and for delivering materials to job sites and warehouse locations.

PROUDEST ACCOMPLISHMENT: Most recently, I designed and implemented a purchasing card at PNM. This is a new tool, allowing employees to do their jobs more efficiently. It reduces the time needed to process purchases and pay suppliers (often within 24-48 hours rather than the traditional net 30 days.)

WHY IS THIS SO IMPORTANT? From a business standpoint we talk about changing the processes and culture to trust our employees and let them do their jobs. The purchasing card is a tool that lets them do that.

KEY TO SUCCESS/ CUSTOMER SERVICE: We listen to our customers all the time. It's a process-we try to understand and respond to their needs. When you start to take them for granted, they will leave.

FIRST PAID JOB: Babysitting in the 6th or 7th grade.

FAVORITE FOOD: I love chicken... cooked any kind of way.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Stick to your course. If you have a dream, stick to it. Devise a mission statement and implement that mission in small steps. As women we have a lot of barriers, and you can get side tracked.. So, my advice is to pick yourself up and keep going.



ANNIQUE MALM

NAME: Annique M. Malm

TITLE/ COMPANY/ ORGANIZATION: CEO/ President, Healthcare Business Solutions, Inc.

ADDRESS & PHONE:

Healthcare Business Solutions, Inc.
707 Broadway NE, Suite 100
ABQ, NM 87102
505.247.4002

YEARS IN THE BUSINESS: 6 years.

SERVICES PROVIDED: We provide health care financial services to hospitals and long-term care facilities. We use our own proprietary software program, Recover[®], to retrieve lost dollars from denied Medicare and Medicaid claims.

PROUDEST ACCOMPLISHMENT: Taking my company national. We began as a local business and today are national.

WHY IS THIS SO IMPORTANT? I had a goal, a vision, from the start of providing this service across the country.

KEY TO SUCCESS: Having a vision. Being tenacious. Never giving up. Being able to guide individuals to help me meet my vision, share my vision.

FIRST PAID JOB: Working in my father's optometric practice. I filed my first Medicaid claim when I was 15.

FAVORITE FOOD: Northern Italian ... fish dishes.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: If you think you can do it and truly believe in yourself-you can. If you can't "see" it, you can't attain it. Have vision, realistic vision. Surround yourself with people who know what you don't know. Listen more than talk.



SUSAN LEE HARPER

NAME: Susan Lee Harper

TITLE/ COMPANY/ ORGANIZATION: Co-Owner, Journeys in Excellence

ADDRESS & PHONE:

Journeys in Excellence

44 Pinon Lane

Placitas, NM 87043

505.867.5768

YEARS IN THE BUSINESS: 2 1/2 years.

SERVICES PROVIDED: Team building and leadership development for corporations, businesses, schools, government institutions, boards of trustees, and other intact work forces via experiential activities outdoors. Learn by doing.

PROUDEST ACCOMPLISHMENT: This really has to do with proudest moments. When my clients push past their perceived limitations and realize they can do anything they set their minds to. Very often, at the beginning of the day, a client will look up at a 50' cliff and say "I can't." And I'm always so impressed at the end of the day when the client says "I did more than I ever thought I could. I did that... and now I know I can do anything."

WHY IS THIS SO IMPORTANT? This self-empowerment issue is so important because most people, and women in particular, have bought society's view about what they can and can't and shouldn't do. But when they physically push past these perceived limitations and actually feel themselves doing something they never dreamed they could, there is a big change in the way they look at themselves in every area of their lives.

KEY TO SUCCESS/ CUSTOMER SERVICE: We get almost 100% repeat customers... my husband and I have skills in a wide variety of areas and so we have enough background to understand what organizations need and provide it. We hand tailor each program for each client.

FIRST PAID JOB: Swimming pool lifeguard in Cheyenne, Wyoming when I was 16.

FAVORITE FOOD: Probably ice cream ... pralines & cream or chocolate chip mint.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Believe in yourself. Go for what you want. Look realistically, gather your resources. Follow your dream.



MARY ANN WEEMS

NAME: Mary Ann Weems

TITLE/ COMPANY/ ORGANIZATION: Owner/ President, Weems Galleries & Framing.

ADDRESS & PHONE:

Weems Galleries & Framing
2801 M Eubank
ABQ, NM 87112
505.293.6133

YEARS IN THE BUSINESS: in 16th year.

SERVICES PROVIDED: Represent more than 200 artists and craftsmen (90% from New Mexico), decorating services, framing, appraising, bridal registration, restoration of frames, personal gift buying, and producer of Weems Art Fest.

PROUDEST ACCOMPLISHMENT: I provide an arena for local artists and craftsmen to be recognized... and in the last few years, my involvement with ArtSMart for children.

WHY IS THIS SO IMPORTANT? I realized that many local artists were getting support from out-of-state, but very little from New Mexico or local galleries. We live in a place where original art is affordable and my gallery provides an opportunity to see local art throughout the year, not just at annual shows. We have art... you can afford it... and it's the best.

KEY TO SUCCESS/ CUSTOMER SERVICE: Personal service is key. At Weems, you are greeted at the door by a person who cares about your needs. We do a lot of special orders. Our focus on local artists means you can meet the artist and they can do special orders or go to your home. We will help you hang work, and even re-frame work.

FIRST PAID JOB: My father was an attorney and he let me set up a coffee shop in his office when I was 13.

FAVORITE FOOD: Chicken. I love baked chicken with Ben & Jerry's non-fat yogurt.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: Be prepared. It's much much harder than you think it's going to be. Have a great deal of support around you. This is probably the most pleasurable ways to live your life, but you'll have to make sacrifices. It's not a 5 day a week job.



LENA CARR

NAME: Lena Carr

TITLE/ COMPANY/ ORGANIZATION: Owner/ Producer, Indian Summer Films

ADDRESS & PHONE:

Indian Summer Films
10705 Benito SW
ABQ, NM 87121
505.836.1336

YEARS IN THE BUSINESS: Since 1978.

SERVICES PROVIDED: Write screenplays, direct, and produce films, TV programs, and regional theater... but mostly documentaries. We do everything that needs to be done.

PROUDEST ACCOMPLISHMENT: My national Emmy award this year, for producing the documentary film War Code: Navajo.

WHY IS THIS SO IMPORTANT? I believe I am the first Native American to win a national Emmy. This film is about family in a sense. I am Navajo, the code talkers are Navajo and this is about how our language was used to win a war and save many many lives. Our language is so important to our culture. A lot of parents aren't teaching this anymore. It's sad. If we lose our language, we lose ourselves.

KEY TO SUCCESS/ CUSTOMER SERVICE: Guidance from my God, the almighty, and my family. Hard work, a goal, and a great deal of support from people like those at National Geographic.

FIRST PAID JOB: Oh heavens, I can't even remember.

FAVORITE FOOD: At the moment ... pomegranates. I'll eat one a day 'til they go out of season.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: If you believe in something, and are compelled to do something, do it. Even while we're starving, there is a reason ... love of work.



MAMIE TEAGUE

NAME: Mamie Teague

TITLE/ COMPANY/ ORGANIZATION: Owner, Teague's Beauty Salon & Weaves

ADDRESS & PHONE:

Teague's Beauty Salon & Weaves
3812 Central Ave SE
ABQ, NM 87108
505.265.2595

YEARS IN THE BUSINESS: 15, going on 16 years.

SERVICES PROVIDED: Full service hair salon for men and women and children. From cutting, perms, and color to hair weaving.

PROUDEST ACCOMPLISHMENT: Development of Davalina. I wanted to produce a product that put a lot of moisture into the hair. Davalina is hair food, a scalp conditioner, and gives hair a healthy look.

WHY IS THIS SO IMPORTANT? We live in a dry climate, so moisture is important. It's real light, it has herbs in it. It's real good for the hair.

KEY TO SUCCESS/ CUSTOMER SERVICE: My belief in God. I believe in treating everyone right. Be truthful and honest with people. Have a lot of faith.

FIRST PAID JOB: When I was a girl, 14, I folded clean clothes at a laundry.

FAVORITE FOOD: Chicken. I like chicken any way you fix it.

ONE PIECE OF ADVICE FOR WOMEN IN BUSINESS/ WOMEN STARTING A BUSINESS: First of all, you've got to have a lot of faith. You need to give yourself time—a year at least, but usually 3–4 to get started. Hang in there. Usually it pays off. Set a goal, and then work toward that goal.

<http://cinnabarbridge.com/publications/articles/>

