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## MBS Connects, Spring 2016

Maine Business School

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Maine Business School [umaine.edu/business](http://umaine.edu/business)

# MBS *Connects*

Orono, Maine • Spring 2016



## Peer support

Students help peers learn and process lectures



Photographs courtesy Greenlight Maine

**MBS faculty members Harkins and McKenna serve as judges for TV pitch show 'Greenlight Maine'**

MBS Associate Professor of Entrepreneurship **Jason Harkins** and Executive in Residence **Shawn McKenna** were among the entrepreneurial experts who served as judges for "Greenlight Maine" during the TV show's first season last fall.

"Greenlight Maine," a statewide collaboration of entrepreneurial catalysts and corporate leaders, is designed to promote and mentor the development and growth of business in the state. In a format similar to ABC's "Shark Tank," two small businesses compete each week for a cash prize of \$100,000 as they pitch their ideas and vision to a three-member panel of judges.



Harkins served alongside Beth Shissler, president and chief sustainability officer for Sea Bags, LLC, and Shawn Moody, founder of Moody's Collision.

McKenna served with Amy Bouchard, founder of Wicked Whoopie Pies, and Shawn Gorman, chair of the board of L.L. Bean.

Reruns of "Greenlight Maine" air 7:30 p.m. Saturday night on WCSH6 and WLBZ2. Prize money for Greenlight Maine is provided by Maine Accelerates Growth through a grant by the Maine Community Foundation. ■



Harold Daniel Matt Graham

**Professors publish paper in *International Journal of e-Collaboration***

A paper by Assistant Professor of Management Information Systems **Matt Graham** and Associate Professor of Marketing **Harold Daniel**, "Millennial Teamwork and Technical Proficiency's Impact on Virtual Team Effectiveness: Implications for Business Educators and Leaders," has been accepted in the *International Journal of e-Collaboration* 12(3).

The paper was co-authored by Brian Doore. ■

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## MBS enrollment is growing

Maine Business School enrollment is on the rise. The undergraduate and total enrollment set new records for the third consecutive year.

In fall 2015, we had 1,028 undergraduate majors—a 47% increase from fall 2011 when they numbered 699. Among the undergraduates were 130 new first-year students, plus transfers.

“We are excited to have these incoming students and look forward to working with them in classes, projects, student organizations, internships and beyond,” said Associate Dean Stephanie Welcomer.

“My deep appreciation extends to the MBS student ambassadors as well as to our faculty and staff who have offered inestimable contributions to our recruiting efforts.”

MBS graduate programs are also growing, according to director of MBS graduate programs Dr. Rick Borgman. There are now 75 active business graduate students; the number of registered business graduate students is up 58 percent since fall 2014.

“Last year, the faculty introduced several changes to the MBA program to make it more accessible to working professionals, including the introduction of online options,” he said.

“The changes have proven to be attractive and we are thrilled with the quality of our new students.” ■

## Maine Business School awarded reaccreditation

The Maine Business School at the University of Maine has earned an accreditation extension by the world’s most prestigious international accrediting institution for business programs, the Association to Advance Collegiate Schools of Business (AACSB).

Only about 5 percent of the world’s more than 15,000 business schools are accredited by AACSB International.

The renewed five-year accreditation verifies that the school conforms to the highest standards for innovation, engagement and impact, says Ivan Manev, dean of the Maine Business School.

“It takes a great deal of commitment and determination to earn and maintain AACSB accreditation,” says Robert D. Reid, executive vice president and chief accreditation officer of AACSB International. “Business schools must not only meet specific standards of excellence, but their deans, faculty and professional staff must make a commitment to ongoing continuous improvement to ensure that the institution will continue to deliver the highest quality of education to students.”

The Maine Business School is ranked by U.S. News and World Report among the nation’s best and has been fully accredited by AACSB International since 1974. It is one of two institutions in the state that has the accreditation.

“This renewed accreditation is a seal of approval for the high quality of our programs. It recognizes the accomplishments of our faculty and their commitment to excellence in teaching, research and service,” Manev says.

The school offers undergraduate majors in accounting, finance, management and marketing, plus concentrations in entrepreneurship, international business and management information systems. At the graduate level, it offers the MBA degree, which is now available entirely online. Students also can choose to attend traditional classes that are taught live.

Maine Business School enrollment has increased 42 percent in the past four years. This year marks the third year of record enrollment.

Founded in 1916, AACSB International is the longest serving global accrediting body for business schools. More about AACSB International accreditation is online. ■



## From the Dean

Dear friends,

As I travel around the state and the country speaking with Maine Business School alumni, I am continually amazed at the outreach of the MBS and impressed with the caliber of its graduates. They hold prominent positions in international, national and Maine organizations, run small and large businesses, and serve as CEOs, bankers, controllers, managers and consultants. Each, in his or her way, is helping to grow the economy and provide job opportunities.

In this latest issue of *MBS Connects*, we are proud to bring you news about alumni, faculty and students. As you read, please remember that we need your help if MBS is to continue to serve as the center for business education, research and outreach at the state’s flagship university. Tuition, fees and state funds no longer cover the entire cost of a student’s education, so additional support from loyal alumni and friends like you is more valuable than ever.

MBS prepares students to meet the professional and social challenges of the future by providing valuable real-world experience and opportunities through the school’s ongoing relationships with the business community and through organizations such as the Student Portfolio Investment Fund (SPIFFY), which manages a portion of the University of Maine Foundation’s investment portfolio.

Our status as a business school accredited by the Association to Advance Collegiate Schools of Business (AACSB) ensures the quality of our faculty, the relevance of our curriculum, and the prestige of your degree, while our facility, located in the D.P. Corbett Business Building, offers state-of-the-art instructional classrooms and computing labs.

We hope you enjoy the Spring 2016 *MBS Connects*. Let us know what’s happening in your life by calling 207.581.1968 or sending an email to [corey.watson@maine.edu](mailto:corey.watson@maine.edu). We look forward to hearing from you.

Ivan Manev

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Ivan Manev, Dean

Written and edited by Ruth-Ellen Cohen

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207.581.1968

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# Collaborative accounting

**MBS accounting lecturer launches new initiative using student mentors**



**A**iming to provide an enriched learning opportunity for her principles of managerial accounting classes, MBS lecturer Wendy Coons launched a new initiative last fall in which five seniors who previously took her course used their expertise to mentor current students.

Funding from the Maine Business School supported the student mentors who were mostly accounting majors. Each mentor was assigned to help a particular group of students complete a problem that Coons models at the beginning of class. The mentors spent the rest of class walking around the room, peering over shoulders, checking calculations and answering questions. They met with Coons each week to discuss how students are doing and identify those who need extra support.

“The project turned out to be a fun and positive experience for everyone,” said Coons. “The students in the class learned by doing as they received additional instruction and had their questions answered. Meanwhile, the mentors got their accounting skills reinforced as they transferred their knowledge.

“Everyone was busy and active, and the classroom became a collaborative experience where students are helping students, similar to a one-room schoolhouse.”

The new initiative continues this spring and meshes perfectly with the first goal in MBS’ strategic plan, which is to identify and support enriched learning opportunities, she pointed out.

“This is a way to take a lecture format and help it become a more energized, exciting class.”

Both the mentors and the mentees said they were benefiting from the unique experience.

“I am getting better grades,” said Cameron Dewitt, a senior management

major from Biddeford, Maine. “It’s almost as if there is another teacher there who can answer questions even when Wendy is busy working with someone else.”

David Spencer, a junior from Washington, D.C., also a management major, said the mentors “give us individualized teaching and answer all our specific questions.

“I notice that I am learning the material much faster because I can ask questions as I work through a problem in class.”

Mentor Jordan Emery ’15 said she sees “a lot more conversation between peers regarding their understanding of the content.

“This is evidence that the students are thinking more deeply about the subject matter and that the initiative is providing a deeper learning experience,” said Emery, who grew up in Skowhegan, Maine. “Some students just need to verbalize their thought process with a mentor, while others may need the content explained one more time or in a different way.”

Mentor James Cumming ’16, who plans on joining the Maine Business School’s MBA program in September, said his accounting skills were being reinforced.

“You know you truly understand something if you can teach it to someone who has no previous knowledge of the subject,” said the Manchester, Maine, native who is pursuing his certificate in accounting.

Jon King, a fifth-year senior from Quincy, Massachusetts (pictured at left), believes he and the other mentors were making a difference.

“A lot of the time, I get the sense that after I explain a small thing, students are able to understand the bigger picture,” he said. “Maybe I’ll be able to help someone develop the same passion for accounting that I have.” ■

“

**This is evidence that the students are thinking more deeply about the subject matter** and that the initiative is providing a deeper learning experience.”

Mentor Jordan Emery ’15

1865 THE UNIVERSITY OF  
**MAINE**  
ANNUAL FUND  
Maine Business School

The University of Maine Annual Fund offers alumni, parents, friends, faculty and staff an opportunity to support the most immediate needs of the Maine Business School.

Gifts from the Annual Fund can be used to support student programs, such as travel and internships, academic scholarships, facility improvements, technology enhancements and other areas that help the Maine Business School maintain its reputation for excellence.

The dean of the Maine Business School relies on the Annual Fund to take advantage of special opportunities and to meet urgent needs. As costs continue to rise and public support remains flat, your gift will help ensure that the Maine Business School remains a source of pride and inspiration to alumni, as well as current and prospective students.

Making a gift to benefit the Maine Business School is simple. You can make a secure and convenient gift online ([umaine.edu/give](http://umaine.edu/give)) by selecting Maine Business School. Alternatively, you can call the gift processing office: 207.581.1148; 866.578.2156.

Gifts of \$1,000 qualify donors for membership in the President’s Club. President’s Club members are invited to an exclusive brunch over Homecoming Weekend and receive a special pin.

For more information about Maine Business School giving, contact Christina Caron, director of annual giving, 207.581.1157.

Thank you for your support.



# Building goodwill

**S**tudent ambassadors play an important role at the Maine Business School. They provide a valuable overview of what life is like at MBS as they lead informational tours for prospective students and their families; help with student orientations, open houses and alumni events; meet with community college and high school groups; and offer input to the MBS Advisory Board.

Answering questions about curriculum, faculty, class size, student organizations, residence halls, food and

recreational activities, they lend a unique perspective to many visiting the campus for the first time.

“Our student ambassadors help prospective students make an informed choice about whether MBS is right for them,” said Associate Dean Stephanie Welcomer, who started the program in 2010 and selects up to 10 students to serve yearly.

“They are absolutely critical to our recruiting efforts. They have increased our student population and widened the reach

of MBS,” she said. “These high-achieving students have different backgrounds, interests and personalities, but they all are enthusiastic about their experiences at MBS, are intellectually curious, and genuinely enjoy talking with people and know how to make them feel comfortable.

“Young people can relate to them and are inspired by their range of experiences and achievements, and parents tell me how friendly, welcoming and inclusive they are.

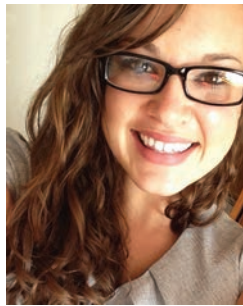
“Kudos to our student ambassadors for all they do for MBS.” ■



**Karen Lucky '17**

**Hometown:** Bangor, Maine; also spent some years in upstate New York and Eastport, Maine

**Major:** Marketing with a minor in studio art



**Sierra Santomango '18**

**Hometown:** Greene, Maine

**Major:** Accounting and finance double major, with a concentration in international business



**Connor Allan '17**

**Hometown:** Wilbraham, Massachusetts; born in Caribou, Maine

**Major:** Finance and accounting double major; minor in innovation engineering



**Michael St. Denis '17**

**Hometown:** York, Maine

**Major:** Triple major in accounting, finance and financial economics



**Sydney Veljacic '17**

**Hometown:** Vancouver, British Columbia, Canada

**Major:** Accounting and business management

## Meet the 2016 MBS Student Ambassadors

### Why do you enjoy serving as a student ambassador?

**Karen:** I love the group discussions that we student ambassadors have as part of our training with MBS Dean Ivan Manev and Associate Dean Stephanie Welcomer. We discuss our perspectives and thoughts about a variety of topics, including how to improve presentations, provide the type of advice new students need and help students have a

fulfilling experience. We have even looked at nationwide reports to see what truly helps a student be successful in college. All the student ambassadors have different backgrounds, personalities, interests and experiences, so everyone's input really enriches our discussions.

**Sierra:** I have enjoyed meeting the other student ambassadors. They are good students and we have become close friends, since we have a lot in common as

high achievers. As a sophomore, I consider many of the seniors to be role models and I aspire to be as successful as they are in getting ahead of the game and lining up a job before I graduate.

**Connor:** I receive great satisfaction helping business students deal with the same issues I went through. Also, I am passionate about UMaine, as my experiences here have helped me become a better

person. I would like to share the MBS/UMaine experience with as many students as possible.

**Michael:** Serving as a MBS student ambassador provides the opportunity to meet prospective students and parents, connect with UMaine alumni, and grow strong relationships with MBS students and faculty.

**Sydney:** It's an opportunity to meet new people throughout the business school. You get to

promote MBS and UMaine to potential students and emphasize all the great things the university has to offer.

### What do prospective students want to know?

**Karen:** Students want to know about housing opportunities on and off campus. Class size is another popular topic, since sometimes students are concerned about whether they will have one-on-one discussions with professors. My experience is that MBS professors — whether from large or small classes — always are willing to meet with students. It makes a difference when you have professors you can really get to know.

**Sierra:** I have also been asked what I would do differently if I could go back and do it again. My response is always: “I would get more involved on campus, starting the first week of college.”

**Connor:** Students have asked me about first-year experiences including how to survive and learn from one’s mistakes. Parents have spoken to me about adjusting to the newly gained independence of their son or daughter.

**Michael:** Some frequently asked questions include: what is there to do in Orono? How are the sporting events? Is the transition from high school academics to college academics difficult? The most common [questions] focus on internship opportunities, double majors and student organizations.

**Sydney:** Key topics include making the transition from high school to the university, staying focused and managing your academic schedule with your other interests, and getting the most out of your university experience by being willing to try new things.

### What have you enjoyed most about MBS and UMaine?

**Karen:** My personality and interests have changed over the years, and UMaine has enabled me to grow and develop at a pace that suits me. It has been a safe haven that has helped me explore who I am, gain confidence, and be inspired to become a better person. Hopefully I have been able to do the same for others.

**Sierra:** Accounting lecturer David Barrett is my favorite part of the business school. He

is an amazing professor and an even better person. Dave makes me look forward to going to class, and I have enjoyed asking him questions and learning about the business world. I also appreciate my resident assistant staff. They are my family here at UMaine and never fail to support and encourage me.

**Connor:** My first year here turned out to be the best year of my life. I have never



I marvel at how current and knowledgeable, MBS faculty are.”

Michael St. Denis

crammed so much growth, knowledge, passion, discovery, friendships, love and overall happiness into an academic year. That first year set a successful foundation for me. I have been able to enjoy learning and studying, and I appreciate the dedication and commitment of each faculty and staff member. They do a wonderful job giving students opportunities to be leaders and contributors.

**Michael:** My experiences at MBS have been spectacular. I marvel at how current and knowledgeable MBS faculty members are in their respective fields. I love the day-to-day hustle at MBS where I am always being challenged academically, advancing student organization projects and accomplishing goals through teamwork.

**Sydney:** It’s an incredible experience to play Division I field hockey while also being a student in such an established business school.

### Has UMaine surprised you?

**Karen:** I have been surprised by the variety of clubs and student activities offered. There is always a new and wonderful learning experience at every turn. The campus is large and has a lot happening. The student diversity allows for a range of new and exciting friendships.

**Sierra:** I have come to love the university more than I ever anticipated because it has so

much to offer. After nearly two years here, I can’t imagine attending any other school.

**Connor:** I discovered during my first year that there is always something to do on campus. Students really have everything they need right here.

**Michael:** I have been pleasantly surprised at how genuine MBS faculty members are. They are humble and easy to approach. At MBS, you are not just another student, but an individual to be remembered.

**Sydney:** Everyone was extremely welcoming, which made the transition from Vancouver to Maine a lot easier. It was great to come to a university that already felt like a community.

### If you had three months after graduation to do anything, what would it be?

**Karen:** I would take time to learn a language thoroughly, paint and draw every day, swim at least twice a week and learn to play the violin. I would backpack in Hawaii, tour art galleries in Portland, Maine and visit California for a change of scenery. I would also devote my attention to developing a YouTube channel for comedy, music and art.

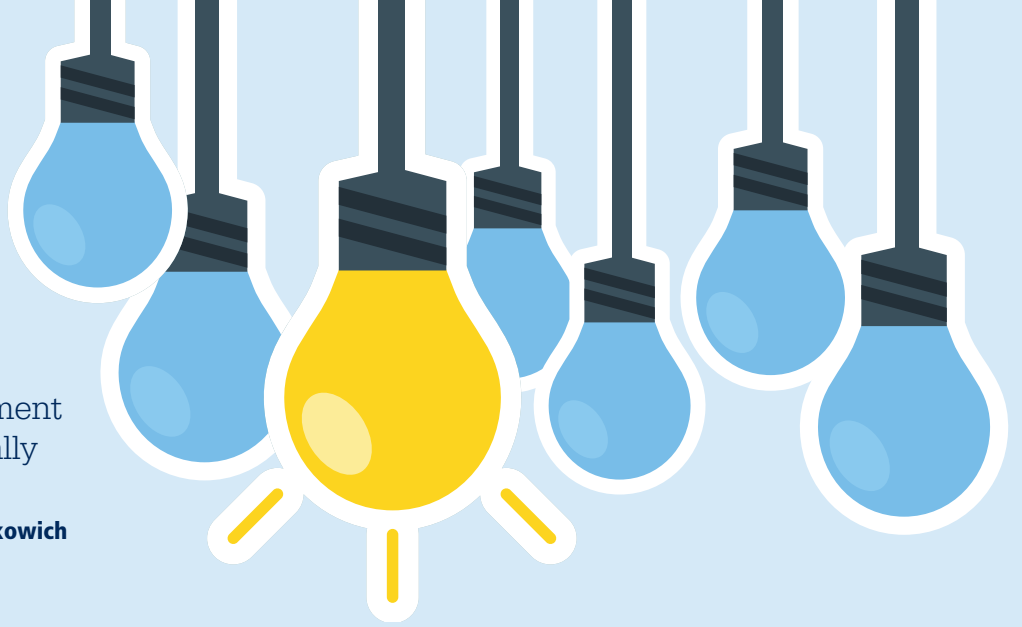
**Sierra:** I would hop on a plane to Europe and become immersed in its rich culture.

**Connor:** I have always loved the military, so I would enlist in the Army Reserve. But what I love most in life is motorcycles, so I would travel to Cupertino, California to work in a finance position at Ducati Motor Holding. Finally, I’d buy the motorcycle of my dreams — a KTM 1290 Super Duke R — and ride it along Mulholland Drive in Los Angeles.

**Michael:** I would see as much of the world as possible. I would buy a cheap, beat-up car and travel the coasts of Central and South America. I would visit many cities and meet people, learning as much as I could about them.

**Sydney:** I want to travel to Europe after I graduate. The top places on my list: Croatia, Greece, Italy, Spain and Turkey. I am really into food and fashion, so it would be awesome to get to experience all the different culinary/fashion trends that each country has to offer. ■





**“ We’re making a difference for local entrepreneurs.**

This is more than an assignment – it’s something that can really help a company grow.”

**Jeff Sparkowich**

## Student consultants give advice

**S**tudents in professor Nory Jones’ business information systems classes gained valuable practical experience last semester when they served as consultants to a variety of small businesses in the state.

The annual assignment is a boon for everyone. Businesses appreciate the detailed analysis, fresh perspective and thoughtful recommendations. For students, it is an excellent learning experience.

As part of the semester-long class, undergraduate student teams worked with Bangor Inn & Suites, Nicky’s Cruisin’ Diner, Bagel Central and Maine Discovery Museum, all in Bangor; Erv’s Barber Shop, Riverside House of Pizza, Thriftway, The Family Dog, The Roost, Orono Brewing Co., and Rose Bike Shop, all in Orono; Old Town Trading Post; Daffodil’s Florist in Bucksport; Stone Fox Farm Creamery in Monroe; Ogunquit Resort; Elaine’s Bakery in Milo; Broderick Business Law Centers in Lincoln; and Country Charm in Stratton.

Graduate student teams collaborated with Waterfront Concerts in Old Town; Penobscot Theatre in Bangor, and Bangor Visitors and Convention Bureau; University of Maine Athletics; Sash Engineering in Fort Kent; and Maine Savings Federal Credit Union in Hampden.

“We’re making a difference for local entrepreneurs,” said Jeff Sparkowich, a first-year accounting major from Wells, Maine. “This is more than an assignment — it’s something that can really help a company grow.”

Teams of student consultants began by conferring with their clients to obtain information about the history, development, growth, mission and goals of the companies, as well as their particular challenges. Applying the skills and knowledge they learned in the classroom, students came up with a variety of recommendations that included redesigning and updating websites, advertising on social media, using information systems like inventory management and customer relationship management, and restructuring online payment systems.

Heather Durrell, owner of Erv’s Barber Shop, said she was happy to participate, since many of her clients are MBS students.

“It’s important to encourage these future business leaders, and working with them on this project was a great way for me to do that,” said Durrell who says she is always on the lookout for ways to streamline her business.

David Coffe, general manager of The Roost, liked the idea of another resource to help him operate efficiently.

“Their recommendations were in-depth and it was obvious they had done their research. They provided me with links to different products and apps,” he said. “With their help, I am better able to stay connected with customers, something that is particularly important for a restaurant in a college town.”

UMaine students and professors are “an underutilized resource for local businesses,” said Alex Gray, owner of Waterfront Concerts and a 2006 UMaine

alumnus. The data students provided on millennials and their buying habits was especially useful, he said.

Students said the project provided numerous learning opportunities.

“I realize now that there is a lot more behind a business than merely selling a product or providing a service,” said Noelle Hanna ’19, a marketing and management major from Southbury, Connecticut, who worked with The Roost.

She was struck by the need for businesses to stay updated technologically and use social media.

Kevin Drewrey ’17, an accounting and finance major from Modesto, California, worked with Broderick Business Law Centers, owned by MBS lecturer Martha Broderick. Drewrey called the project “a unique experience” that enabled him to gain insight into the daily processes of a law firm.

“I also got experience developing a Web platform and working with a team, and I was able to improve my social and communication skills,” said Drewrey.

MBA student Heidi Parks ’17, whose team worked with Waterfront Concerts, said she enjoyed being able to apply the principles learned in class to an already established, active business.

“In-depth analysis required in-depth research for nearly every deliverable we turned in,” she said. “Equally important was communication between team members, the team and the professor, and the team and the client. Clear and frequent communication helped us stay informed and organized.” ■



Left to right: Andrew Bement, Danuse Bement and an immigration officer on Dec. 1.

## MBA student becomes United States citizen

Maine Business School MBA student Danuse (Davidova) Bement '16 celebrated the new year by becoming a U.S. citizen.

"I was honored and excited to become an American," said Bement, a native of Teplice, Czech Republic, who took the oath of allegiance on Dec. 17, 2015 at a naturalization ceremony at the U.S. Citizenship and Immigration Services (USCIS) office in Portland, Maine. She was among 13 new citizens from countries including Japan, Korea, Somalia, Bulgaria, Russia and Canada.

Bement, now a dual citizen, has lived in Maine for seven years and earned a bachelor's degree in management from MBS in 2011. She first came to the U.S. to participate in an exchange program at Calvary Chapel Christian High School in Orrington, Maine. After graduating from high school in the Czech Republic, she returned to Maine to attend the MBS undergraduate program.

While at MBS, she met her husband, Andrew Bement, also a MBS student. The couple married in 2010 and graduated together in 2011.

"I have lived in the U.S. my whole adult life and it has become my home," said Bement. "I was proud to become a citizen of the country that adopted me years ago. It's different from being born into a citizenship, because I got to choose the country in which I want to live."

The process of becoming a U.S. citizen is lengthy, she explained. After becoming a permanent resident in 2011, she had to wait

several years to apply for naturalization. She took her naturalization test at the USCS in Portland on Dec. 1.

Bement celebrated her new citizenship with MBS colleagues.

"MBS has been such a big part of my life since coming to the U.S. that it made sense to share this momentous occasion with fellow classmates," Bement said. ■



Left to right: Dylan Bousquet-Smith, Nate Burns, Tyler Morin, Jim Cramer, host of "Mad Money with Jim Cramer," McClaran Hayes and Jeff Rogers.

## MBS students visit New York Stock Exchange

SPIFFY members visited the New York Stock Exchange as part of their annual fall trip to New York City, where they meet with other University of Maine Foundation money managers. ■



## Rogers featured in UMaine Today

MBS student Jeff Rogers '16 was featured in the fall/winter issue of UMaine

Today Magazine. See the full story online: [umainetoday.umaine.edu/archives/fallwinter-2015/financial-future](http://umainetoday.umaine.edu/archives/fallwinter-2015/financial-future). ■

## MBS Advisory Board

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Senior Vice President at State Street Bank  
Former Senior Managing Director, Global Markets

### Dennis Carey '68

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# Coming home

## Helping clients improve financial independence

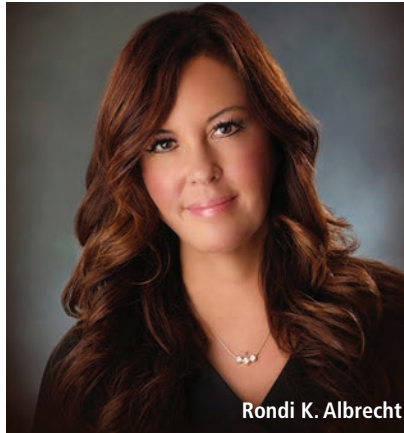
**A**fter graduating from the Maine Business School in 1993 with a degree in finance, Rondi K. Albrecht spent the early part of her career in Boston as an internal sales representative for two large fund companies, Fidelity Investments and Boston Capital.

But after two fast-paced years in the city, marketing mutual funds to investment advisers, she realized that she preferred working one-on-one with clients and that she missed her native Bangor.

Today, she is branch manager of Commonwealth Financial Network in downtown Bangor and president of Rondi K. Albrecht Bennett & Associates, P.A. With more than 21 years as a financial planner, she manages an average of \$100 million in client assets and has been recognized as a President's Level adviser, a distinction attained by just 13 percent of advisers affiliated with Commonwealth Financial Network in 2014 and 2015.

"Returning to Bangor was the right move for me," said Albrecht. "Life was very different in Boston, with lots of hustle and bustle and lots of time spent in the car. After a while, I began to miss the ease of living here and the ability to take long nature walks and jump on my mountain bike.

"Now I am enjoying working with my clients, designing specific plans to help ensure their financial independence and



Rondi K. Albrecht

choose the proper retirement investment plans. I advise them on the best age to begin claiming social security benefits, how to handle health care and whether they should buy long-term care. Along the way, I am able to teach them how to save, invest and manage their money so they can meet their goals. It's good to know I am helping them feel happy and secure."

MBS gave her a good foundation to confidently enter the workplace.

"I felt well-prepared after graduating," Albrecht said. "My classes helped me understand the world of finance and pass the licensing exam that tells the public I have met a level of competency appropriate for professional practice.

"Also, thanks to MBS, I was able to land jobs with prestigious firms like Boston Capital, as well as Fidelity Investments,

where I was among 10 recent college graduates from across the country selected to participate in a pilot program with the Fidelity Advisor Funds.

"The tenure to work with these funds and department was five years at Fidelity; however, with the pilot program, they hired us right out of college and provided training that enabled us to obtain our licensing to be in the field. It was the first time that Fidelity hired people right out of college, so it was very exciting and provided me with some great experience."

Albrecht said she has fond memories of MBS, including the camaraderie with her classmates who all had the same goal in mind. She is grateful for the mentoring she received from faculty members, including former finance professor Bob Strong, who retired last year.

"In addition to being great teachers, they provided insight into the industry, gave me direction on my career, told me what employers want in candidates and offered advice on how to position myself during a job interview," she said. "Finding mentors like my MBS professors has been crucial to my success in the finance industry." ■

“ I am enjoying working with my clients, designing specific plans to help ensure their financial independence and choose the proper retirement investment plans. ... **Along the way, I am able to teach them how to save, invest and manage their money so they can meet their goals.**”

# Retiring at the top

Gilfillan credits MBS degree as a component of his career success

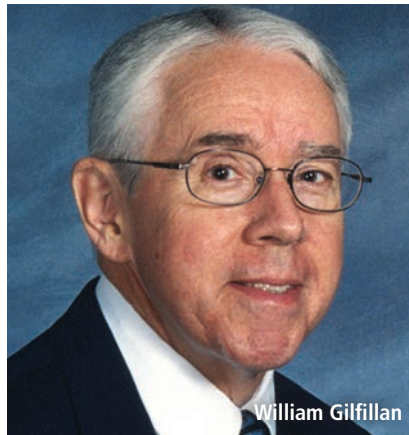
**M**BS alumnus William Gilfillan '73 (MBA) has retired from the University of Maine System after more than 41 years of dedicated service in higher education administration, where he focused on budgeting, financial management and analysis, institutional research and financial and institutional reporting.

Most recently, he served as director of internal reporting for nine years until his retirement last summer. Prior to that, he was director of budget and financial analysis for 12 years.

A 1967 graduate of Tufts University with a bachelor's degree in chemistry, Gilfillan was a student in the doctoral program in chemistry at the University of New Hampshire for a year before being drafted into the U.S. Army in 1968. He served two years, including 19 months in West Germany. Following his discharge, he enrolled in the University of Maine's College of Business Administration (now Maine Business School), where he served as a higher education management intern in the Office of Financial Planning at the University of Maine System. Following graduation from the MBA program in December 1973, he was hired by the director of financial planning as assistant for cost analysis. He served as assistant controller for financial analysis, director of financial analysis and research in the Office of the Controller, and financial analyst in the Office of Financial Planning.

## How did you use the skills and training you learned at MBS in your career at the University of Maine System?

While a student at MBS, my studies focused on finance, accounting, economics and quantitative analysis. This included



I enjoyed focusing on courses that provided me with the knowledge and tools to succeed in a business environment."

introductory computer programming that prepared me to use a computer for data analysis. My work at the University System was really a continuation of my work at MBS, since almost all the skills I learned in business school were utilized in my working career. The underlying backbone to my work in budgeting, financial management and analysis, institutional research, and financial and institutional reporting is using a computer for data storage, extraction, reporting and analysis. I believe that a key

element to modern management is using data and analysis to support decision-making. My entire career revolved around using computers to provide data and analysis to support managers at all levels.

## Why did you major in business?

During my years as a chemistry major, my favorite course was economics, which I took as an elective. After leaving the military, I decided to change my career path to business based on my experience with economics.

The GI Bill paid for me to attend the University of Maine and pursue an MBA. Since I had not taken any business courses as an undergraduate, other than economics, I needed to take a number of undergraduate business courses before entering the MBA program. On a positive note, since I already had an undergraduate degree, I could spend my time with courses that were all business related and relevant to my career goals. I enjoyed focusing on courses that provided me with the knowledge and tools to succeed in a business environment.

## Any fond memories?

My fondest memory was learning to use a computer. Back in the early 1970s, computers were relatively new. It was rather exciting to create a stack of punch cards on the keypunch machines in the basement of Lord Hall and carry them to the basement of Wingate Hall to be processed by the computer. Even more exciting was when it produced the desired result on green bar paper. Another fond memory is of the friendships I made and the camaraderie that developed as I worked with my classmates on joint projects. ■

# Sailing to success

## Recycled sails enhance consumers' lives, Sea Bags' bottom line

**M**BS alumnus Don Oakes '83 is living his dream as CEO and co-owner of Sea Bags (seabags.com), headquartered on Custom House Wharf on the working waterfront in Portland, Maine. Founded in 1999, the company manufactures and sells handmade tote bags and other accessories sewn from recycled sails.

"My dream was to live and work in Maine, using my business experience to grow a company and provide jobs for Maine people," says Oakes who led the purchase of Sea Bags in 2013. He worked at L.L. Bean in Freeport for more than 20 years in a variety of positions, most recently as senior vice president overseeing the catalogue and website. Prior to joining L.L.Bean, he worked as a management consultant in southern New England for almost seven years.

"Too often during my career I was forced to cut positions, but it's way more gratifying to add jobs and hire people," says the Milo, Maine native who graduated from MBS with a degree in management and a concentration in marketing, and then earned an MBA at Harvard Business School.

Oakes co-owns Sea Bags with Beth Shissler, president and chief sustainability officer (who led the company from 2006–13) and Fran Philip, chief creative officer, along with a group of investors, including Hannah Kubiak, product creator and company founder who is no longer involved in the day-to-day running of the business.

Oakes lives in Falmouth with his wife Valerie. They are the parents of grown sons Matt and Casey and 14-year-old daughter Christina who attends Falmouth High School.

### Can you tell me more about Sea Bags?

The company was first in the market to sell handmade tote bags made of recycled sails. We were green before it was cool to be green. Today, in addition to our tote bags, we sell wristlets, shaving kits, duffel bags and diaper bags, plus an ever-expanding assortment of accessories and other items.



Too often in my career I was forced to cut positions ... **it's way more gratifying to add jobs and hire people."**

We have sold hundreds of thousands of products over the last 10 years. Customers tell us they love our product for its durability, quality of craftsmanship, Maine-made story, recycling ethos, and, perhaps most importantly, the fact that every product is unique, because they all are made from recycled sails.

We have 50,000 nationwide customers on our mailing list, and others who come into our stores in Freeport and Portland, Maine; Cape May, New Jersey; and Chatham and Rockport, both in Massachusetts. We sell wholesale through national retailers like J.Crew, Sperry and Tommy Bahama, at hundreds of specialty and gift shops throughout the country, and on our own website.

### How do you obtain your sails?

We get our sails from all over the country, from as far away as California, New York, and Michigan, not to mention the Caribbean. We have two full-time staff who travel the East Coast, collecting sails from yacht clubs, sail lofts, garages and boatyards. Another employee, based here in our office, works with people who donate their sails online or by bringing them into one of our stores. As part of our Sail Trade Program, we offer a Sea Bags product for every sail donated. We also pay for shipping and arrange pick up. In just the past 10 years, we have saved more than 500 tons of sails from landfills, which is where many end up since there aren't a lot of other uses for them.

### What have you done since buying the company two years ago?

I hired 20 full-time employees, which brings our workforce to nearly 50 people, plus part-timers who work in our stores. We've worked to build a management team and a staff of talented professionals. In addition to building our team, I have invested resources in revamping and updating our website, as well as in new marketing and branding initiatives, including a brand design and logo. Also on my watch, we opened our three newest stores in Massachusetts and New Jersey. We are currently expanding our warehouse in South Portland, as well as our retail space on the wharf in Portland.

### You are known for being green.

#### How important is this?

Being green brings huge value to the company. We sell a recycled product — it's hard to be greener than that. Our green ethos starts there and permeates throughout our operations. We operate with a culture based on good old Maine Yankee frugality. We don't waste anything; we find use for all our materials. Beth and I share an office to help keep costs down and limit our footprint; plus, it's more conducive to teamwork.

### Why do you enjoy your job?

More than anything, I enjoy the variety of my roles. I like dealing with different issues every day and interacting with different people. I have always sought variety in any position I have held, from my early days in consulting to the multiple roles I played at L.L. Bean. With a small business, you have to have your hands in everything — you're involved in every aspect of the business and no two days are alike. That makes it exciting to come to work every day.

### Why did you decide to buy the company? What intrigued you?

What I found in Sea Bags was a great product. Sea Bags had figured out how to take a discarded item and turn it into an uber-cool, fashionable and highly functional bag. The authenticity that comes from the used sail, with its original stitch lines and other telltale signs of sailing, give it a sensibility and style unlike any other bag. I felt that with my business experience, my

contacts and my partners, we could bring the company to the next level. But it all starts with a great product and that's what appealed to me about Sea Bags.

### How is doing business in Maine different?

Here in Maine, I am fortunate to be part of a close network of people who are happy to offer help and advice. For example, a colleague helped me find a warehouse to lease when we needed space to expand. When we opened our newest stores and I was searching for lobster traps and buoys for display, a neighboring lobsterman cheerfully provided them. And, right before a recent Christmas, a business owner in Brunswick let us use some of his processing equipment when ours broke down. I'm sure this occasionally happens elsewhere, but in Maine I notice there is more of a willingness to help each other.

### What role has MBS played in your career?

MBS laid the foundation for my career. I wouldn't be where I am or who I am

without my start at the business school. I use the training and skills I learned at MBS practically every day. Also, my experience there prepared me for graduate school, so it's a little difficult to distinguish what I learned at MBS from what I learned at Harvard. It's all been part of a lifelong continuation of my education.

In addition, my MBS adviser, Charles "Chick" Rauch, suggested I continue my education and earn an MBA. I was relatively uninformed about my options at that point, and if not for him, I would never have applied to Harvard. He believed in me and opened my eyes to opportunities I wasn't aware of.

When I got accepted in the deferred admittance program and needed to get a couple years of practical work experience first, he suggested I look into management consulting, which wasn't that well known at the time, and that's where I began my professional career. I never could have imagined the path my career would take when I started MBS. ■

## Kilbride '17 uses MIS training to update website

**M**BS student Brad Kilbride '17 used the skills and training he got from his management information systems (MIS) classes to update the website of Kilbride and Harris Insurance, LLC, in Portland, Maine, where his father, Joseph Kilbride, serves as president.

"Thanks to what I learned in Assistant Professor Matt Graham's MIS classes, I was able to make the website more attractive, approachable and user-friendly," said Kilbride, a Falmouth, Maine native majoring in management with a MIS concentration.

"I updated the company website's content, theme and layout, and, since clients are located throughout New England, I brought in colorful scenes of the area for a brighter, fresher look," he said. "Dr. Graham was available whenever I had a question."

Once the new website was launched, Kilbride gave a presentation to staff members, explaining how to navigate the site, make updates, upload photos and

create proper formatting. He also provided an introduction to WordPress, a well-known content management system for websites and blogs.

"It was great to be able to use my communication skills in addition to my MIS training," he said. "I went over everything with staff members, making sure to stay away from jargon, clearly explain all the toolbars and terms, and demonstrate multiple ways to accomplish a task. I encouraged questions and told them to call me if they encountered a problem."

Treasurer of ISACA, the new MBS information security management student club, Kilbride hopes to have a career in information systems management.

"I have always loved technology," he said. "I learned early on how to deal with viruses, file management and security."

Kilbride said his parents asked him for assistance after discovering that he was working with Dr. Graham to update other professional websites.



Brad Kilbride

"I was excited to take on this new project and professor Graham encouraged me because he knew it would complement my skill set and give me another valuable opportunity to obtain professional experience." ■

# Negotiating to success

## MBS alumnus finds success at Seafax, a commercial credit agency

**F**ive years after earning a degree in marketing from the Maine Business School, alumnus Todd Jagoutz '01 found the job that was right for him at Seafax, the premier, boutique, commercial credit agency for the food industry.

“It was a good fit from the start,” said Jagoutz, who is regional sales manager at Seafax, covering the mid-Atlantic region including New York and New Jersey.

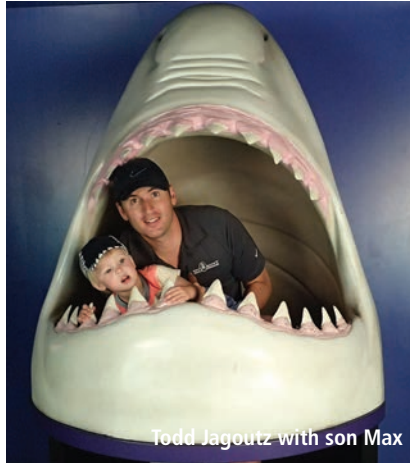
His days at the Portland, Maine company are fast-paced, competitive and cut-throat — just the way he likes it.

“The best part for me is the negotiating,” said Jagoutz, who played football for UMaine. He grew up in Duxbury, Massachusetts, and lives in Cumberland, Maine with his wife, Angie (Hainer) Jagoutz, a 2001 UMaine nursing alumna, and their three children.

“Covering the New York-New Jersey marketplace gives you a unique experience in negotiation, how to think on your feet and how to read a person,” he said. “Navigating discussions, knowing how far to push and how to position questions and answers, and eventually closing the deal is the best part of my job. It is also the most challenging.”

### Can you describe Seafax?

Seafax provides customized accounts receivable solutions that help companies reduce risk and increase cash flow. Partnering with Seafax allows clients to utilize Maine-based credit professionals to manage their account receivable needs. My team in Maine remotely issues new credit, releases orders and manages deductions, cash application, and past due calling and collections. Our clients recognize that it is often more cost effective to partner with Seafax than to staff a credit management position. The benefit is reducing bad debt and increasing the receivables turnover ratio. We also provide commercial credit reports, account monitoring services and accounts receivable insurance. Our clients



Todd Jagoutz with son Max



**My MBS education plays a huge role in my job each day thanks to the general business knowledge I learned and the experience I received working in a group.”**

are typically in manufacturing, wholesale, import/export and distribution, with annual sales ranging from \$10 million to \$1 billion.

### What are your duties?

As regional sales manager, I am responsible for 100 percent of the revenue generated in the mid-Atlantic territory. Each year, I negotiate more than 200 annual contracts with existing clients, and I also prospect for new business. Negotiation is a huge part of my job. However customer service plays an

important role as well. Our company is sales driven, which has allowed me to create and implement new products and services that bring value to our customer base.

I travel extensively, meeting with clients and prospects to negotiate contracts, present and propose new services, and handle any issues that come up. When I'm in the office, my day is spent on the phone or email negotiating, prospecting and delivering proposals.

### What was your career path after graduating from MBS?

The early road to a career in sales is not a glamorous one — at least not for me. I worked for six different companies in five years because that's what it took to grind out the start of my sales career. In 2001, graduates like myself were thrown into an unstable job market, a lackluster hiring environment and a rapidly declining economy. This meant that most companies were reducing their labor budget and not hiring for nonrevenue-generating positions like marketing.

Enterprise Rent-A-Car was my first job out of college, followed by an outside sales position with Cintas Corp. I then moved from Maine to the Carolinas and worked for Aramark Corp. and Michelin USA, holding outside sales positions at each company.

### How did you land a position at Seafax?

Andy Gervais (MBS '01), my college roommate and former teammate, knew I wanted to move back to Maine and recommended I reach out to Seafax where he had interviewed the previous year. He told Seafax that I could be a good fit. He was correct. Nine years later, it continues to be a great relationship.

### What other Seafax positions did you hold?

I was hired as the Northeast regional sales manager in fall 2006. My territory

ran from New York/New Jersey through Newfoundland. As you can imagine, the personalities in Halifax, Nova Scotia, are a little different than in the Bronx.

In 2013, I began managing the mid-Atlantic territory. The change has allowed me to work with larger clients and prospects with multiple decision makers, something that I consider my strength.

#### How do you use your MBS education?

My MBS education plays a huge role in my job each day, thanks to the general business knowledge that I learned and the experience I received working in a group. Oftentimes, I find myself recalling specific examples from case studies and relating them to a current discussion, which has been extremely valuable. Having a MBS degree also gives me credibility.

#### How did MBS prepare you for your career and for life after graduation?

MBS was a great starting point for my career. The classes allowed me to naturally gravitate to what I was interested in and where I thought I could succeed. Without the exposure to finance, marketing, management, etc., it would have been very difficult for me to find my niche.

#### How did Black Bear football help you in your professional/personal life?

I was a four-year starter as a kicker-punter at UMaine, ending my career as the all-time leading scorer with 219 points. A kicker and a sales person have a lot of similarities. You are a part of a team, however you have individual results for which you are responsible. There are no points for almost making the kick, just like there's no commission for almost making the sale.

Competing athletically at the Division I level gave me experience dealing with the pressure, success, failure and accountability that all accompany a career in sales. Business was a good fit since competition, collaboration, and the ability to specialize were all areas that I succeeded in athletically.

#### What did you like about MBS?

The professors were approachable, knowledgeable and from a variety of backgrounds which made classes exciting and unique.

#### Fondest MBS memories?

Walking into the computer lab full of PCs dedicated to only MBS students which was a big deal in 1998; getting parking tickets; sitting in the library while my MBS classmates explained the finer points of the TI-85 calculator. ■

## Lyons, UMaine class of 2018 president, featured on website

**M**BS sophomore Amy Lyons, president of the University of Maine Class of 2018, was one of nine women from universities in the U.S. and beyond to be featured on the Association of American University Women website ([aauw.org/2015/06/26/these-campus-women-won](http://aauw.org/2015/06/26/these-campus-women-won)) because of their participation in the Elect Her-Campus Women Win Conference at their respective schools.

Sponsored in part by the AAUW, Elect Her is the only program in the country that encourages and trains college women to run for student government and future political office. Participants practice hands-on campaign and leadership skills, learn the nuts and bolts of running a student government campaign, meet local campaign winners and discuss research on women in government.

Lyons, who is double majoring in business and international affairs, attended UMaine's 2014 Elect Her conference and served on a panel at the

2015 Elect Her conference that she also helped organize.

She credits the Elect Her training for helping her win the election for class president in 2014-2015 and be re-elected in 2015-2016.

"I learned how to give elevator speeches, become more confident in my leadership positions, and take a stand while also considering other people's opinions," she said.

More than 1,000 students attended an Elect Her workshop on 50 campuses in 2015. Seventy six percent of Elect Her participants who reported running for office on campus won their campaigns. ■

“ [Through Elect Her] I learned how to give elevator speeches, become more confident in my leadership positions, and take a stand while also considering other people's opinions.”



# Grocery giants

## Management graduate puts education to use in family-run business

**A**fter graduating last May with a degree in management, Jacob Gosselin-Deschesnes is back in his native Montreal, where he is co-owner of Tando, a grocery distribution company, in Saint-Hyacinthe, Quebec.

“Tando is a French acronym that stands for tons of water, tons of opportunities and tons of objectives,” said Jacob, who owns the 7-year-old company with his brother, Raphael.

“We specialize in distributing a wide variety of food, beverages and dry products to grocery stores in the Montreal-Quebec region. We aim to sell high volume at low margins. The products we sell the most are those we find in the weekly coupons that supermarkets send us.”

The brothers are proud of their business and have set some lofty goals.

“In 2008, we had \$18,000 in sales,” Jacob Gosselin-Deschesnes said. “Six years later in 2014, we finally broke \$1 million — a big step for us. We expect revenues for 2015 to be \$1.75 million and are aiming to increase the number of customers from 350 to 500 by the end of 2016.”

“We made some important strides in 2015, including becoming one of six clients of Collabor, a leading distributor of food and related products in Quebec, Ontario, and Atlantic Canada, and obtaining exclusive authorization to sell products by Kruger, a major producer of publication papers, tissue products, containerboard and packaging made from recycled fibers, green and renewable energy, and cellulosic biomaterials,” he said.

“In 2016, I will be taking charge of the wholesale department while Raphael will manage the logistics, operations and supply side of the business. Other plans are to open a dairy branch in our business to gain market shares and to expand beyond the province of Quebec to serve Ontario by 2017 and British Columbia by 2019. We also want to increase sales and develop new product lines with new suppliers.



Our other priorities are to maintain our tight relationship with customers and keep operating costs to a minimum.”

### What are some of your duties as co-owner of Tando?

I work with customers and deal with logistics, marketing and promotion, and research and development. I also search for new suppliers and help in the warehouse.

We shop deals on a daily basis, and negotiate agreements with supermarkets once we can offer great products at lower prices. If we find something our customers want, we will buy it and then sell it to the supermarkets. We try to minimize our inventory and mostly rely on cross-docking (shipping the same day we pick up the merchandise).

### Why do you enjoy your job? What are the rewards and challenges?

I like sharing a passion with my brother. We are both dedicated, and admire the time and effort we each put toward the business. It is rewarding to know we have made our company into a solid, successful enterprise. An early challenge was to distinguish ourselves from some of our biggest competitors. It is not easy to find ways to attract new customers when you start a business, but we were determined to be strategic and managed to increase our

market shares and beat competitors. To see day-to-day progress in something you own is rewarding. It is also gratifying to see that our customers are pleased with what two kids in their mid-20s have to offer.

### How did you and your brother start Tando?

Our uncle, one of the biggest importers of fine cheese in North America, was at a food show in France a few years ago when he noticed a fancy bottle of water in his hotel room. He called the company to see if it was possible to import its products into Canada. He asked if we would be interested in starting our own business, and, to save us from debt, he bought the first order and stocked it in his warehouse. We bought the products as we sold them. To this day, we have never taken out a bank loan.

### To what do you credit your success?

We have put a great deal of effort and energy into the business. It is a very competitive industry and we are not the only company providing these kinds of products in Quebec, so we had to be strategic about whatever we implemented. It is all about who can sell products the supermarkets are looking for at the lowest price possible.

### How are you using the skills and training you received at MBS?

My education is helping me deal with the challenges that come from being a business owner. My brother is a good public speaker while I excel at finding ways to maximize our profits. So, I think we have the perfect combination to grow this business rapidly.

### What did you like about MBS's program?

I enjoyed the quality of the teaching as well as the school's prestige. The students come from around the world and are very friendly. MBS has many resources and tools to enrich students' education. The campus

*GOSSELIN-DESCHESES to page 20*

# Bon appetit

Business and culinary degrees make for a savory dish

**A**fter graduating from MBS with a degree in management, Patrick Vigue '15 followed his passion for cooking and earned a certificate in professional culinary education from the acclaimed International Culinary Center in New York City.

Now he works both the hot and cold lines at Central Provisions in Portland, Maine, preparing an array of dishes in the open kitchen. Central Provisions is an upscale eatery nominated by the James Beard Foundation for the 2015 Best New Restaurant Award and named to Bon Appetit's list of Best New Restaurants in America 2014.

"My job is raw, intense, fast-paced and sometimes stressful, but I love every aspect of it," said Vigue, who grew up in Yarmouth, Maine.

"Each day I learn new techniques and how to create something special and cutting edge. It's great to know that I'm building my career and working my way to becoming an executive chef, which has always been my dream."

## How did you land your job?

A good friend who works at Central Provisions encouraged me to do what is known as a "stage" (pronounced "staj") — basically an unpaid shift to see whether you fit in with the crew and can keep up with the work, as well as to assess your attitude. The chef offered me a job then and there.

## What does it take to be a cook at a busy, upscale restaurant?

Cooking on the line is like assembling miniature puzzles. In addition to working the cold station, I prepare light food for the bar menu and help the afternoon crew get ready for dinner. I also organize things for the next day: starting the kimchee so it has time to ferment, cutting up cauliflower, and picking herbs. You have to be time and spatially oriented. While you are working on what's in front of you, you need to remember what's being cooked. Cleanliness is paramount. Because you are working in an open kitchen



Since I may want to open my own restaurant ... **it was important ... to know the ins and outs of managing a business.**"

with customers right in front of you, it's important to keep everything neat and presentable, and be willing to chat even when you're trying to focus on your work.

We have a director standing in the middle of the kitchen doing the coordinating. Everything has to be done quickly and efficiently. A lot of times, things are working great and you're in the groove and keeping up the pace. Other days aren't as smooth and you may get bogged down, but you take a deep breath and keep going. I've worked in restaurants since I was 14 and I know there are good days and bad.

## Why do you enjoy cooking?

I have always been passionate about cooking. It is an expression of the individual who prepares the food — whether the chef who designed the menu or the line-cook who assembled it. That is the aspect that I enjoy most and in which I take the most pride. There is nothing better than making people feel good, and food is the perfect medium to accomplish that while expressing myself.

## How did you like culinary school?

I got to cook with amazing chefs including Jacques Pepin, who is one of the deans. The school allowed me to explore internships around the city. One was at Blue Hill, one of the best restaurants in New York City and, arguably, the country.



Patrick Vigue and Jacques Pepin

I also worked on the Rachael Ray Show, where I was a food stylist, starting the dishes that she completes on the set, cooking for guest celebrities, and dashing around New York City sourcing ingredients that weren't available through our purveyors.

## Where did you learn to cook?

When I was 14 I started as a dishwasher at Clayton's Café in Yarmouth, Maine and worked my way up to assistant manager and then manager. During the summers of 2013 and 2014, I worked in the kitchen of the Portland Yacht Club. It was my first experience with fine dining and I learned a ton. While at MBS, I worked part time as a fry cook at Woodman's in Orono.

## Why did you want a business degree?

Since I may want to open my own restaurant some day, it was important for me to know the ins and outs of managing a business. Through my MBS classes I was introduced to small business management, social responsibility and human resources — all of which will be essential to running a restaurant, whether I'm executive chef or owner. Thanks to MBS, I learned new management concepts and methods as well as team, communication and organizational skills. I matured on a personal and professional level and became more academically and socially disciplined. ■

# Supply and demand

Alumnus gives real-world perspective on supply chain management

**M**BS alumnus Chuck Hastings '13 (MBA) recently visited campus to speak to management information systems professor Nory Jones' business technologies class about his flourishing career in supply chain management.

Since October 2015, Hastings has been working as an inside sales representative at Sappi Fine Paper NA in the Supply Chain group of the Westbrook, Maine, mill, handling customer service and supply chain logistics for international markets.

Finding the right job takes time, patience, networking and being open to new experiences, he told students.

"During the last two years I have gone through three major career changes," said the Oxford, Maine native who lives in Portland.

"My MBS education, and the skills and training I learned in each job prepared me for the next. I have been privileged to have such great experiences. I am happy where I am and where I have been."

Hastings spent seven years at UMaine, earning a bachelor's degree in communication in 2011, an MBA in 2013, and a master's degree in global policy from School of Policy and International Affairs (SPIA) in 2014, focusing on international security and U.S. foreign policy.

"While nothing prepares you for the real world, UMaine and the MBS were a great start," he said. "MBS taught me to create my own opportunity, put myself out there, meet new people and get involved with lots of activities. I use my MBS education every day. Some of the most valuable skills I got from MBS focus on gathering data, understanding problems and creating solutions and presenting them to audiences large and small. The most important thing I learned at MBS has been understanding teamwork which is critical to success."

## What are your duties at Sappi?

Our mill in Westbrook produces a



**The most important thing I learned at MBS has been understanding teamwork.** [It] is often an overlooked part of business, crucial to success."

specialty paper that's used as a cast for embossing textures into materials during manufacturing processes. My duties involve communicating with sales offices in China, Europe and South America to determine their needs and finding the best supply chain solution for their customers.

Although I deal primarily with trucks, my specialty is intermodal — a fancy term for a type of transportation that uses shipping containers between various modes including truck, rail and ship.

A typical work day involves tracking our production runs, customer orders and available resources. I also determine when orders are ready to ship and the best way to send the material.

## What was your post-graduation career path?

During summer 2014, as part of my SPIA requirement, I served as a marketing intern at Eimskip USA, an Iceland-based transatlantic shipping company that recently moved to Portland as its primary U.S. port. My job was to conduct market research on the Maine and New England markets, generate new business leads and work the company's brand image here in the U.S.

After my internship, I applied to a number of jobs in the logistics/supply



Chuck Hastings

chain management industry. Thanks to networking, I was able to land a job at Schneider, a large multinational trucking and logistics company based in Green Bay, Wisconsin. I worked out of a large terminal and operations center in Chambersburg, Pennsylvania, where I gained valuable experience managing truck and rail deliveries in eastern Pennsylvania and New Jersey.

We moved products for Amazon, Target, Whirlpool, Crate & Barrel, as well as other retailers and distributors. I spent lots of time traveling, including to Chicago and Toronto, and was able to witness the supply chain in motion. I got a firsthand look at how goods are shipped to warehouses and distribution centers. I learned about the back end of supply chain management. My goal was to ensure that all our equipment was loaded and fully utilized so we could maximize our revenue. Once a truck dropped off its load, my job was to find more cargo. The ultimate task was to juggle equipment utilization and resource allocation, and minimize asset idle. Managing on-the-ground logistics was challenging, but a great learning experience.

In May 2015, I transferred to the Sappi Mill in Skowhegan where I figured out the

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# A hunger dialogue

## Student collaborates to create a database of food hub research

**M**BS management major and Honors College student Brady Davis '17 used the skills and training he has been learning at the business school to help the town of Orono and the University of Maine address the problem of hunger.

Davis, a fellow of the Sustainable Food Systems Research Collaborative, a new Honors College initiative, partnered with the Orono Economic Development Corporation last May and spent three weeks researching and summarizing scholarly articles on food hubs.

Food hubs are businesses or organizations that coordinate the accumulation, distribution and marketing of locally and regionally produced food. They aim to be financially viable while combating food deserts and food insecurity.

Working with Afton Hupper '17, also an Honors College student, Davis said the team met each day at Colvin Hall to read and discuss articles about business models, successes and failures and best practices of food hubs in Maine.

"We wrote summaries of 80 articles and added them to an annotated database (foodhubresources.wordpress.com) that we created online," he said. "Our goal was to create a single platform for people who didn't know about food hubs or who wanted to learn more."

The students' research is being used by the Orono Economic Development Corporation, which is working on establishing a regional food hub, and by the Sustainable Food Systems Research Collaborative, a new Honors College initiative that brings together students, faculty, and community partners in an interdisciplinary approach to solving the problems of food production, distribution and instability.

The community-based project complemented his business classes, said Davis, a management major who grew up in Freeport, Maine. "I was looking for the opportunity to do research using the concepts

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I have decided that after graduating from MBS I **want to pair my business education with community centered work.**”



Brady Davis

and methods that I learned at MBS.”

MBS Associate Dean Stephanie Welcher “guided me on my research and helped me understand the supply and demand side of food hubs,” he said. “We discussed how a food hub could be organized and what it might look like.

“Thanks to my business education, I was able to contribute to the overall discussion at OEDC meetings. The foundation of business concepts and methods I learned in my coursework allowed me to understand and participate in the conversation about business plans and implementation proposals in a meaningful way.”

Encouraged by Honors College Associate Dean Melissa Ladenheim, the students presented a poster demonstrating their work

at the 2015 Maine Hunger Dialogue, part of a national movement on college campuses to raise awareness about hunger.

Knowing that he was assisting the town of Orono was particularly gratifying, he said.

“Now OEDC is using our database to evaluate food hubs and conduct a feasibility study of a regional food hub.”

Because of his experience collaborating with the Orono community, the MBS junior has been able to cement his career plans.

“I realized how much I enjoyed doing research that could help the town create a business that can maximize the community impact and stay financially viable,” he said. “Now I have decided that after graduating from MBS I want to pair my business education with community centered work.” ■



[umaine.edu/business](http://umaine.edu/business)

## December 2015 graduates

### Accounting

Seth Joseph Baker  
Matthew Steven Ballard  
Katherine Elizabeth Drake  
Sonyalynn Marie Griswold  
Derrick Jacob Sokolowski

### Accounting and Finance

Phillip Scott Walker

### Master of Business Administration

Dongsheng Dai  
Melissa D. Malmstedt

### Communication and Marketing

Kailey Rose Fogg

### Finance

Harley Toni Cyr  
Zachary Stephen Hussey  
Anastasia R. Kerner  
Sean Hamilton Mackintosh  
Derek Ryan Messer  
Conor Michael Shea  
Oliver Wyatt Zubrick

### Finance and Accounting

Abigail Choate Hannigan

### Finance and Marketing

Carlos Montero

### Management

Tariq Mohammed Al Wazagh  
Sasha Skye Antequera-Ordonez  
Nicholas Robert Bubar  
Justin Ryle Sias Charest  
Michael Patrick Dunleavy  
Casey Marie Hudson  
Yvane-Ladouce Ingabire  
Hannah N. Isherwood  
Michael Kozlakowski  
Arvin Jackson Machado  
Heath William Martell  
Edmond Kenneth Morin III  
Jacqueline Denise Morse  
Peter Owen Sprague  
Jared Joe-Michael Tapley

### Management and Finance

Victoria Ashley Sabol

### Management and Marketing

Andrew William Rollins

### Marketing

Tucker I. Beaudoin  
Ryan Jay Cole  
Christopher John DeFosse  
Alexander Lindsay Dunn  
Michael Anthony Fransoso  
Kelly Lee Ann Margeson  
Alexis Taylor Mourey  
John Scott Robinson  
Joseph Willard St. Cyr  
Holly Autumn Thulin

### *HASTINGS from page 18*

best mix of transportation between trucks, trains and intermodal to get paper products to customers or distribution centers in the quickest and most cost effective way. My skills expanded into the load planning and supply chain strategy side. This is what we call up stream logistics.

### **Why do you enjoy working in this field?**

My job is always challenging and different. It's like putting a puzzle together: you finish the puzzle and the next day you come in to find that someone has taken it apart and now you have to figure out a new way to put it back together again. The big challenge is how to integrate all the different pieces of the supply chain from sourcing the materials, to production, to shipping, to moving the cargo from the warehouse to the end receiver

smoothly and without disrupting the supply chain.

When I first started, I thought companies would be grateful if I delivered a load early. Now I realize they don't appreciate this because they have a specific window in which they make space in their warehouse for your load. If your delivery is early, there is no place to store it and it becomes your job to figure out where to put it until the warehouse space is available.

### **Advice for graduates interested in the industry?**

There is lots of opportunity in Maine when it comes to logistics/supply chain management. It's important to put yourself out there, build relationships, and attend conferences and other networking events. Don't be afraid to take risks. ■

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### *GOSSELIN-DESCHESES from page 16*

is magnificent and it helps to create a warm and welcoming environment that students enjoy returning to years after graduating. I was a pitcher on the UMaine baseball team during my junior and senior years and enjoyed being a student-athlete

and the opportunity to make lifelong friends and meet some unique people. Teachers like Executive-in-Residence Shawn McKenna and Associate Professor of Management Niclas Erhardt gave me tremendous life and business tips. ■