

STATE OF OHIO

# Executive Department

OFFICE OF THE GOVERNOR

*Columbus*

I, Mike DeWine, Governor of the State of Ohio, do hereby appoint Madhu K. Singh, Independent, from Akron, Summit County, Ohio, as a Member of the Ohio Civil Rights Commission for a new term beginning August 16, 2019 and ending at the close of business July 28, 2024, replacing Madhu K. Singh, whose term expired.



IN WITNESS WHEREOF, I  
have hereunto subscribed my name  
and caused the Great Seal of the State  
of Ohio to be affixed, at Columbus, this  
16th day of August in the year of our  
Lord, Two Thousand and Nineteen.

A handwritten signature in dark ink, reading "Mike DeWine", is written over a horizontal line.

Mike DeWine  
Governor

MADHU K. SINGH

## OBJECTIVE

To obtain a position with a governmental agency where my expertise in Sales, Public Relations and Customer Service is an asset. I am interested in an opportunity to work in an environment where leadership, excellence, integrity and diversity are among the core principles.

## AREAS OF EXPERTISE

Innovative Executive Leader with over 20 years experience in Sales, Public Relations, and Customer Service. Strong strategic thinker and team builder who can establish strong relationships. Sales Management, Public Relations, Fund Raising, Business Development, Mentoring. Excellent persuasive communication, presentation and interpersonal skills. Ability to effectively process and understand complex information, as well as ability to communicate that information to positively influence actions of those receiving the information. Excellent judgment, decision-making and problem-solving skills, including the ability to effectively develop solutions for and resolve client service issues. Highly effective organizational and time-management skills. Appreciating diversity and the unique contributions of each associate, fosters a workplace where people can develop and reach their potential.

## SKILLS

Mentoring: Nurtured co-workers to reach their potential in sales and customer service in the corporate and volunteer environments. My belief in the diversity and unique contributions of each associate fosters an atmosphere in which people are encouraged to further develop their skills and attain their goals

Sales: Planned and implemented various marketing strategies to increase sales for my travel agency. Cited for outstanding attention to customers' needs, including problem solving, communications and accessibility that exceeded customer expectations.

Customer Relations: Managed and created strong client service relationships, including identifying issues, recommending, initiating and influencing mutually beneficial resolutions working with a team that ensured a world-class customer experience

Public Relations: Utilized several media formats to actively promote organizations which I was associated with.

Fund Raising: Organized several large fundraising events; assisted various membership drives reach their initial estimates through telemarketing and personally hosting events.

Encouraged and guided the members of Indian community join the mainstream community.

Entrepreneur: Started a company which eventually had over one million dollars in sales

## EXPERIENCE

2015-Present. Ohio Civil Rights Commission Commissioner.

Have heard and decided on the cases that come up. The Most important ruling was on

The General Motors case which was picked up by the national media. Many needed improvements have been initiated by our rulings.

2003-2006(September) Ohio Secretary of State, Columbus Ohio

Northeast Ohio Regional Representative

☐ Liaison with the Office and Board Of Elections, Chambers Of Commerce, and the Community at Large

☐ Assisted a County Board Of Election come out of Administrative Oversight

☐ Directed a multi county business plan to enhance the Ohio voting process through the Statewide implementation of new, innovative technological processes.

☐ Responsible for supporting local offices in facilitating the Election cycles, develop and implement policy and procedure manuals, upgrade and reposition existing operation systems and create a comprehensive marketing plan to maximize target customer penetration.

☐ Developed strategy to provide a communication link between private, public, and administrative leaders.

1997–1997 Meridian Travel,

Brooklyn Heights, OH

Corporate Sales Agent













Increased sales \$60,000 over three month period

1984-1996 Travel Planning Associates Inc,

Youngstown, OH

#### President/Sales Manager

-  Founded a successful travel agency which employed up to 15 people
-  Had over a million dollars in sales revenue in some years
-  Trained new agents in customer service, sales, and airline procedures
-  Organized seminars and conferences for large groups
-  Created strategies to increase sales
-  Created incentive programs for sales agents and Corporate Clients
-  Handled all customer concerns
-  Negotiated contracts with airlines, hotels, and cruise lines
-  Built relationships with customers and provided customers with products & services that met their ever-changing needs.
-  Managed processes to ensure quality service.

#### VOLUNTEER ACTIVITY



Asian Indian Political Action Committee of Ohio

Founding member

Vice –President



Coming Together Akron

Board Member(Prospective)










Akron International Friendship

Member Advisory Board






AARP OHIO

Grassroots & Elections Volunteer Federal Advocacy

-  American Cancer Society
 
  - Member Of The Board
  - Fund Raising Committee Member for annual Gala event in 2003 Chair 2004,2005
  - Ambassador Advocate for Cancer Issues
-  Project BluePrint
 
  - Charter class member for United Way's Minority Board member training
-  Asian Indian Community of Northeastern Ohio
 
  - Media Chairperson for Red Cross 911 fund. which raised over \$250,000.00
  - Organized all media coverage of event.
-  W.O.M.E.N. Of Summit County
 
  - Formulated sales strategies, public relations, and grant writing
-  Private Industry Council of Youngstown
 
  - Member of the Board
-  International Institute of Youngstown
 
  - Member of the Board
  - Membership Chairperson
  - Member of various committees
-  India Association of Greater Youngstown
 
  - Organized social, educational, and cultural events to increase awareness of Indian culture
  - Held President, Chairperson of the Board, and Cultural Liaison positions

## EDUCATION

-  1982-1984 Youngstown State University                      Youngstown OH
 
  - Graduate level Course towards an MBA
-  1961–1965      Rajasthan University                      Jaipur India
 
  - Bachelor of Arts and Graduate level Course in English Literature
-  United Way Project Blue Print
 
  - Charter Class Board Leadership Course

☐ Youngstown State University  
Entrepreneurship Course

☐ AAA Cleveland OH  
Assertive Training

#### CONTACT INFORMATION

☐ 2221 Candlewood Lane, Akron, OH 44333 • Phone (330) 666-9291. e-mail  
mks2221@yahoo.com

## GOVERNOR'S APPOINTMENTS TO BOARDS AND COMMISSIONS

**Date:** 8/16/2019

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**Name of Appointee:** Ms. Madhu K. Singh

**Address:** 2221 Candlewood Lane  
Akron, OH 44333  
Summit County  
(H) - 3306662921  
(W) -  
(M) - 3302566238

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**Name of Commission:** Ohio Civil Rights Commission

**Contact:** G. Michael Payton, Executive Director  
30 E Broad, 5th Floor  
Columbus, OH 43205-1379  
(614) 466-4032

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**Term Begins:** 7/29/2019

**Term Ends:** 7/28/2024

**Party Affiliation:** Independent

**Senate Confirmation:** Appointed by the Governor, confirmed by the Senate

**Financial Disclosure:** Public disclosure required

**Vice:** Madhu K. Singh