**BACKGROUND**

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| **FREEMAN ENTERPRISE LLC**  **dba NEF CONSULTING & TRAINING** | | |
| **NAICS CODE** | **SIC CODE** | **NPIG CODE** |
| 541611 -- Administrative Management and General Management Consulting Services | 8742 | 95816 |
| 541614 -- Process, Physical Distribution, and Logistics Consulting Services | 4731 | 91800 |
| 541690 -- Other Scientific and Technical Consulting Services | 0781 | 96100 |
| 541712 -- Research and Development in the Physical, Engineering, and Life Sciences (except Biotechnology) | 3721 | 99894 |
| 541990 -- All Other Professional, Scientific, and Technical Services | 7299 | 96156 |
| 561110 -- Office Administrative Services | 8741 | 91885 |
| 561410 -- Document Preparation Services | 7338 | 95882 |
| 611110 -- Elementary and Secondary Schools | 8211 | 92400 |
| 611430 -- Professional and Management Development Training | 8299 | 95877 |
| 611519 -- Other Technical and Trade Schools | 8243 | 92486 |
| 811111 -- General Automotive Repair | 7538 | 92800 |
| Sale of Surplus and Obsolete Items | 5521 | 99894 |
| Guard and Security Services | 7381 | 99046 |

Norman E. Freeman, the founder of NEF Consulting & Training (**nefconT**), brings many years of training and consulting experience to the organization. While performing for some of this nation’s largest and most successful business entities such as General Motors, Chrysler, and Saturn, these skills were honed and greatly utilized. Named as a Distinguished Military Student and the Distinguished Military Graduate of the 1974 Virginia State University graduating class Norman received his commission through the VSU ROTC program and became a 2nd Lieutenant Signal Corp Officer in the U.S. Army. Later while serving as a District Manager for General Motors, Norman continued an elevated level of performance by finishing first of 126 district 5 of 6 years. Promoted to Manager of Zone Service Operations in the New England States, the elevated level of performance continued as the Zone received the “Best In Class” award. After receiving a contract as the lead Customer Service Trainer for Saturn Corporation performing the mandatory training for all Saturn Dealer Management Teams nationwide a great deal of awareness regarding regional preferences and idiosyncrasies was developed and remains a part of the business routine. While performing for Chrysler Corporation on what was hailed by Automotive News as the nation’s largest automotive customer service training initiative to date, “Customer One”, Norman covered one of the toughest areas for customer satisfaction, the state of New York. Later, while performing on Chrysler’s highly applauded Five Star Process Training Program, Norman assisted the dealer personnel in engineering customer service processes designed to remove causes for dissatisfaction (effect a repair) while incorporating Customer focused activities that made the visit more pleasant. Then customized and delivered training to the customer service team members on the newly designed processes. Norman was owner, CEO, and President of two new vehicle franchises, both of which were rated by Black Enterprise as one of the Nation’s top 100 Black Owned Automobile Businesses. Trained as a Project Manager, having owned and operated multiple small businesses, and having functioned as a Virginia Certified K-12 Classroom Teacher, Norman is positioned to provide well rounded leadership to **nefconT**, while delivering customer centered solutions for most business problems encountered.

**EDUCATION**

* BS Industrial Technology and Education Virginia State University
* District Service Manager Training General Motors Institute (GMI)
* Dealer Development General Motors Institute (GMI)
* Project Management SmartPath, LLC

**EXPERIENCES**

* 20+ Years of Small Business Executive Management/Ownership
* 10 Years of Middle and Upper Management for Fortune 100 Company
* Multiple Contracts and Years of Training for Fortune 100
* 10 Years as a Virginia Certified Public Education Teacher
* 5 Years of Curriculum Development for State of Virginia
* 6 Years of Proposal Management and Development for Government Contractor
* 5 Years as Program Manager for Modern Army Combat Training, Ft. Lee, VA

**SERVICES OFFERED**

* Program/Project Management Consulting
* Operational Management Consulting
* Proposal Management
* Proposal and Pipeline Development and Maintenance
* Curriculum Development
* Training (Technical, and Customer Service)
* Process Administration (Development, Training, Re-engineering)
* Quality Management

**Customers**

* General Motors
* Chrysler
* Saturn
* Concord Crossroads LLC