

## WILLIAM F. DUNN, CRC, CWCP

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4864 Oakway Court NE  
Grand Rapids, Michigan 49525

Phone: (616) 363-5750  
Email: bffdunn@att.net

### CAREER SUMMARY

Results driven human resource professional with specialties in managing Family Medical Leave (FMLA), workers' compensation, short-term disability (STD), long-term disability (LTD), and Revised Americans with Disability Act (ADAAA). Experience spans diverse complementary positions and includes leadership and strategic goal setting. Extensive experience with integrated disability management, responding to disability accommodation requests, and creating and managing light duty work programs to minimize employer costs. A self-starter able to quickly assess customer needs and devise profitable delivery goals.

### PROFESSIONAL EXPERIENCE

AMWAY CORPORATION, Ada, Michigan 2001-2011  
*Manufacturing and direct sales of consumer products with 13,000 employees worldwide, 4,000 locally.*

#### **Disability Specialist**

Managed claims for FMLA, workers' compensation, STD, LTD, ADAAA, and unemployment insurance.

- Successfully managed responsibilities for all aspects of light duty work program, to minimize lost time work days resulting in substantial savings.
- Implemented improvements in substance abuse testing policy, which improved efficiency, and reduced costs by 80%.
- Effectively reduced absenteeism by 75% in a department of 800 employees, by more closely monitoring intermittent FMLA cases.
- Reduced average length of time for STD cases, resulting in major reduction of disability costs.
- Executed program of job modification for employees with macular degeneration, resulting in continued employment despite loss of vision.

CREC, INC., Grand Rapids, Michigan 1983-present  
*Private rehabilitation consulting firm.*

#### **President, Founder, Rehabilitation Consultant**

Managed the coordination of injured workers, employers, insurance companies, third party administrators, medical providers, and attorneys,, to assist personnel with recovery and eventual return to work.

- Successfully job placed over 500 injured workers with new employers.
- Advised employers on how to minimize workers' compensation costs, resulting in substantial savings for industry.
- In less than one calendar year, lowered annual workers' compensation costs at a major employer from over \$1,000,000, to less than \$100,000.
- Settled over 600 workers' compensation cases, thus keeping companies out of court, and resulting in substantial savings.

RIGHTSOURCE, INC., Grand Rapids, Michigan 1998-2000  
*Professional employer organization (PEO).*

#### **Safety Director**

Managed all safety and workers' compensation for over 100 member employers, and over 10,000 employees. Reduced workers' compensation experience modifier from 1+, to less than .50.

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KEEBLER COMPANY, DIVISION OF KELLOGGS, Grand Rapids, Michigan

*Food processor, mass produce bakery.*

**Employee Health and Safety Director** (temporary position)

For 6 months, filled in for the safety director, who was on disability leave. While there, put the company on the state's workers' compensation fee schedule, resulting in significant savings in medical costs.

### **EDUCATION**

BA, Psychology, University of Michigan, Ann Arbor, Michigan.

Graduate work in Counseling and Psychology, Western Michigan University, Kalamazoo, Michigan.

Certified Workers' Compensation Professional, Advanced Studies on Workers' Compensation, Michigan State University, School of Labor and Industrial Relations, East Lansing, Michigan.

Continuing education credits: FMLA, Industrial, Safety, OSHA, MIOSHA, Workers' Compensation, ADA, Windows, MS Word, XCELL, PayPlus, Keebler IS, SAP, ADP, ADT, Ceridian, Access.

### **CERTIFICATIONS AND AWARDS**

- Workers' Compensation Professional (CWCP), 2000.
- Rehabilitation Counselor (CRC), 1990.
- Named to National Distinguished Service Registry, in recognition of achievements in the field of Rehabilitation, 1987.
- Certified Workers' Compensation Professional, Advanced Studies on Workers' Compensation, Michigan State University, School of Labor and Industrial Relations, East Lansing, Michigan.