

ARLEEN HEISS

Arleen is the owner of Independent Consulting Services, a consulting practice begun in 2004 that provides strategic planning, organization assessment, redesign and development, culture change, workforce assessment, process improvement, and program evaluation with an emphasis on organizations at the National Institutes of Health (NIH). She also has 20 years of experience with Ernst & Young as senior human resource management and business process reengineering consultant with extensive experience in project management, organization assessment, design and development, performance improvement, leadership evaluation and development, and change management programs to support business process transformation in federal government, commercial and non-profit sectors.

Arleen has a special interest in higher education and has served as an Alumnae Trustee of Mount Holyoke College. She was awarded a Medal of Honor by the Mount Holyoke Alumnae Association Board for her leadership.

She also is the author of *Barbara Bush: A Biography* published by Chelsea House Publishers, New York, New York.