

# ANN MARIE YOUNG- BODENBACH

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## Education

### BACHELORS OF SCIENCE | ARIZONA STATE UNIVERSITY

- Major: Environmental Resources with specialization in Horticulture
- Related coursework: Landscape Architecture and Design

## Certifications

### INTERNATIONAL SOCIETY OF ARBORICULTURE (ISA) CERTIFIED ARBORIST

- WE-6997-A

## Work Experience

### Arbor Care Manager | Grounds Control | 11/15/21 - Present

- Works with potential clients for an overview of arborists needs
- Provide tree care, assessments, inventories, and education for current and potential clients
- Oversee and direct tree crew's workload, safety training & education, and tracking production
- Generate work order, field tickets, and accounts receivable and payable
- Handle all claim inquiries

### Commercial/Residential Sales Arborist | SAVATREE | 10/1/20 - 10/29/21

- Provide tree care, chemical care, and education for commercial and residential accounts
- Meet with clients to provide an overview of arborist needs for their property
- Generate work orders, work plans, and follow the project to its completion
- Direct arborist and chemical crews, provide oversight and specific plans
- Follow up with commercial and residential customer to gain feedback

### CONSULTING UTILITY FORESTER FOR WESTERN AREA POWER AUTHORITY (WAPA) | DAVEY RESOURCE GROUP | 10/20/17 - 9/30/20

- Inspected high voltage transmission lines for any vegetation related issues
- Identified, evaluated, and documented trees, palms, and brush along the transmission right-of-way (ROW) to be either trimmed or removed based on WAPA's vegetation management plan
- Assisted WAPA's Vegetation Manager with coordinating vegetation work with National Foresters, Bureau of Land Management (BLM), Arizona State Land Department and multiple municipalities
- Notified property owners of the required work needed, facilitated challenging negotiations with them about removals and pruning while utilizing excellent customer service
- Submit inspection results to clients with the required work prescriptions, recommendations for tree crew makeup.
- Audited contract tree crews on safety and quality of work. Measured and documented vegetation after work had been completed to ensure all clearance requirements were met based on the client's requirements

- Discussed and educated property owners on Right Tree Right Place

**CONSULTING UTILITY FORESTER FOR SALT RIVER PROJECT (SRP) | ACRT, Inc | 3/04/15 – 11/01/17**

- Inspected high voltage distribution lines for any vegetation related issues. Identified, evaluated, and documented trees, palms, and brush
- Notified property owners of the required work needed, facilitated challenging negotiations with them about removals and pruning while utilizing excellent customer service
- Submit inspection results to client with the required work prescriptions using the clients vegetation work management program
- Helped assist the SRP Utility Forester (UF) with Special Projects related to tree removals near transmission lines. Special projects were: Mountain Brook Golf Club, City of Mesa Parks and Recreations Department, and selected property owners.
- Served as a liaison between client, tree crews, and property owner to achieve the required tree work
- Assisted in the redesign of SRP's door hangers
- Discussed and educated property owners on Right Tree Right Place

**PATIENT CARE TECHNICIAN | THE LITTLE CLINIC, KROGER | 4/01/13 – 1/10/15**

- Provided support for Nurse Practitioner and/or Physician Assistant
- Managed complaints and grievances
- Provided appropriate patient education and facilitated surveys for patients
- Provided a positive patient experience for customers
- Assisted in administrative tasks and any other tasks that were assigned

## **Accomplishments & Skills**

### **ACCOMPLISHMENTS**

- Experienced in both distribution and transmission utility vegetation management. Working knowledge of a utility companies' distribution and transmission electrical system. Over five years of experience in urban forester including five years of experience contract management. Able to coordinate work from the beginning phases and see it through to the end phase. Great communication skills and able to work in a team environment. Resolve customer conflicts in a timely manner and address complex issues with effective customer service. Capable of presenting information to small and large groups. Great knowledge of the Flora and Fauna of Arizona.

### **SKILLS**

- Volunteering experience
- Knowledgeable in Microsoft products
- Manage projects both large and small
- Good Communication and writing skills
- Great with Networking

## **Professional Organizations**

- Western Chapter ISA, Utility Arborist Committee – Past Board Member
- Arizona Landscape Contractors Association – Past Board of Directors
- Arizona Nursery Association – Past Board of Directors
- Arizona Community Tree Council (ACTC) – Past Board Member
- Parada del Sol Committee – Past Chairmanship