

VIC BUCHANON

Lancaster, TX 75134 | [REDACTED]

Distinguished mediator, negotiator, and expert communicator with a diversified 33 - year career facilitating and culminating satisfactory resolutions in municipal and personal capacities. History of formulating strategic direction and plans, pinpointing and resolving issues, and ensuring organizational goals and objectives align with client expectations. Known for delivering relationship oversight, while motivating, encouraging, and coaching staff toward success. Cogent representative adept in boosting outreach, awareness, and desired outcomes.

- Operational Planning
- Program & Service Delivery
- Research & Analysis
- Marketing & Consulting
- Performance Management
- Process Improvements
- Contract Administration
- Labor Relations
- Documentation & Reporting
- Public Speaking
- Team Building
- Customer Service

PROFESSIONAL EXPERIENCE

El Centro Community College, Dallas, TX

8/2017 - Present

Adjunct Professor

Instructor for the Internship course in the Conflict Management department. Motivate and inspire students to apply skills and techniques developed in the Conflict Management Program. The class is primarily attended by students who plan on a career as a professional mediator. The goal of the class is upon completion students will meet the qualifications for a credentialed mediator.

University North Texas at Dallas, Dallas, TX

8/2016 - Present

Adjunct Professor

Inspire, motivate, and encourage students to advance knowledge of the Practicum in Mediation and Dispute Resolution at the School of Human Services and Management. Deliver comprehensive lectures, foster an interactive learning atmosphere, and lead in-class discussions. Devise and oversee class syllabus, ensuring achievement of all departmental needs and institutional standards. Develop assignments, grade tests, exams, and papers, and track grades.

- Guide students' progress by provisioning timely and constructive feedback, addressing advancement toward goal, and involving learners in the compilation of performance-based data
- Spark conversation by introducing, explaining, and relating new ideas to familiar concepts utilizing details and real-world references
- Drive engagement, classroom interaction, and understanding of materials via presentation of facts, examples, and references

Buchanon Mediation Service, Lancaster, TX

1/2013 - Present

Mediator

Minimize impact on the judicial system by facilitating alternative dispute resolution (ADR) spanning basic mediation, divorce and family mediation, and workplace and conflict dynamics certifications. Champion negotiations and settlements between disputing parties by provisioning direction and motivation and partnering with parties to find a mutual solution. Mitigate conflict by initiating and controlling discussions and formulating the direction of negotiations. Compile key information including case histories, various documentation, and correspondence, pre-preparation of court reports. Administer financial control by defining business plan budgets and forecasts extending five years.

- Serve as neutral third-party facilitator and subject matter expert (SME) in public policy, debt collection, personal injury, workplace disputes, education, and divorce and family issues
- Lead dispute resolution workshops and seminars for groups and organizations, assisting individuals in selecting and utilizing effective methods of communication

Buchanon Associates, Lancaster, TX

10/2002 - 8/2017

Marketing Manager & Consultant

Represent and advocate for clients during planning and zoning issues regarding land use and development propositions, provisioning an effective, approachable voice. Build and nourish key contacts within municipal, county, state, and federal levels, benefitting clients amid planning, marketing, and execution of commercial and residential development projects. Develop innovative marketing plans and strategies designed to capture client requirements, desired outcomes, and project scopes. Exert financial oversight via the development of five-year budgets and forecasts and devising costs while formulating project proposals and executing campaigns.

- Coach, advise and collaborate with candidates running for local and statewide elected offices as campaign manager and political consultant, resulting in increased exposure
- Stimulate project progression by meeting with and acting as proxy with appropriate officials, civic and community organizations, leaders, and governing bodies

Buchanon Company Art, Lancaster, TX
Partner & Sales Manager

8/1986 – 8/2017

Drive the artistic and commercial success of the gallery by buying, selling, and collecting various genres of visual art. Trigger sales by marketing pieces to targeted buyers and promoting artists. Reach diverse clientele with a spectrum of budgets by offering quality custom framing, reproduction, and distribution services. Improve return on investments by defining five-year budgets and forecasts.

- Expand artists' outreach by advising on negotiating with publishers to copyright, reproduce, and distribute art to the general public and scheduling engaging exhibits

City of Lancaster, Lancaster, TX
Councilman District Six

6/1994 – 6/2002

Facilitated strides within the community as a member of numerous city boards and commissions; while conducting thorough research and review of current and relevant issues. Executed various changes to the betterment of the community without raising taxes, including, planning and creating a 289 - acre park and piloting the passing of a half-cent sales tax funding the Lancaster Economic Development and Recreation Development Corporations. As a member of the National League of Cities Small Cities Steering Committee and Council represented the Great State of Texas. Reduced expenditures by researching and implementing areas to trim costs.

- Boosted funding for the Lancaster Independent School District by assisting with the passing of a \$110M bond package, while serving as co-chairman for the School Bond Committee

*Previous employment includes **Customer Automation Specialist** for Airborne Express.*

EDUCATION & CREDENTIALS

Master of Art in Conflict Resolution & Reconciliation, Abilene Christian University, Abilene, TX, 8/2015
Inducted into Alpha Chi National Honor Society, GPA 4.0

Bachelor of Arts in Political Science, Rutgers University, New Brunswick, NJ

~ *Certifications* ~

Family Law & Dispute Resolution, Negotiation, Mediation Training, Domestic Relations & Dispute Resolution, Certificate of Achievement, (license class 06DS758), Effective Dispute Resolution Skills for Local Elected Officials

~ *Honors & Awards* ~

- Certificate of Appreciation - G.W. Carter Creative Arts Learning Center, Leadership Award - Martin Luther King Jr. Parade Committee, Certificate of Recognition - Lancaster Independent School District, Community Service Award - City of Lancaster, Best Outstanding Volunteer of the Year - Creative Vision Social Services, Certificate of Achievement in Leadership Excellence - National League of Cities, Outstanding Service Award - TABCCM, Mediator of the Year - Dallas County Dispute Resolution Center and ADR Section of the Dallas Bar Association, Trailblazer Award - Dallas County Dispute Resolution Center and ADR Section of the Dallas Bar Association. Recognized with the APEX Award (Airborne's Program for Excellence), the highest award given by the company, and the Airborne Express Employee Tagline Recognition Award.