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Paul A. Dillon is the president and CEO of Dillon Consulting Services LLC. Mr. Dillon is the founder and organizer of the first true, professionally facilitated peer-to-peer learning program for non-profit, community and NGO leaders, in cooperation with the Edward Lowe Foundation. Mr. Dillon also has served as the consultant to *Crain's Chicago Business*, and was the primary researcher for the "Veterans in the Workplace" Focus section (Nov. 2011), in addition to other initiatives for this publication.

Dillon Consulting Services LLC, formed in 2006, serves the veteran entrepreneur community, and is certified by the U.S. Department of Veterans Affairs as a Service Disabled Veteran-Owned Small Business.

Paul is an Adjunct Instructor at the Sanford School of Public Policy at Duke University, where he created and teaches a course entitled, "PubPol 830.05 Special Topics in Management: Public Policy and Veterans: Policy Challenges and Best Practices".

From 1991 to 2006, Mr. Dillon managed client relationships for the Chicago Regional Office of RSM McGladrey, Inc. (formerly American Express Tax & Business Services and its predecessor firm, Checkers, Simon & Rosner LLP), which is the fifth largest accounting/consulting firm in Chicago and the tenth largest accounting/consulting firm nationwide. Mr. Dillon's clients ranged from small, family-held businesses, such as Sportscorp Recreational Products, to major clients of the firm, such as Lucent Technologies, Inc., Unicom Thermal Technologies, Inc., and Ameritech (now AT&T) International. Paul also managed the firm's client relationship for its engagements with the State of Illinois, the City of Chicago and Chicago Public Schools, including the construction audit for Chicago Public Schools \$1 billion building program.

Paul was the creator of the firm's SuperCollector Services, the first program of its kind in the United States for the professional collection and resolution of high-level corporate and government debt. For more than fourteen years, Mr. Dillon served as the supervisor of elections to the National Radio Hall of Fame, and for the Chicago Chapter, National Academy of Television Arts and Sciences for the Emmy Awards.

As Director of Government Services for the Chicago office of Laventhol & Horwath from 1987 to 1990, Paul managed the firm's economic development, financial planning, real estate and strategic planning services for the Chicago office's government clients. He managed client relationships for significant consulting engagements for Amoco (now British Petroleum), Inland Steel, American

Airlines, Office of the City of Chicago Treasurer, Illinois State Chamber of Commerce, Illinois Department of Transportation and other major clients of the firm.

Mr. Dillon formerly served as Director of Government Services for Price Waterhouse from 1985 to 1987. In this position, Mr. Dillon managed the firm's system planning, office automation, and strategic planning services for the Chicago office's government clients. His assignments included the audit of the construction management of the James R. Thompson Center in Chicago for the Illinois Auditor General.

His previous position was as Vice-President and Director of the Economic Research Division of Mid-America Appraisal and Research Corporation, a major real estate consulting firm in Chicago, from 1976 through 1985. His primary responsibilities with that firm included the supervision of all corporate operations that concerned real estate market analysis, transportation, business and land use economics, and all phases of urban renewal projects related to financial feasibility, market absorption, land disposition, and redevelopment programming.

In addition to having profit/loss responsibility for the Economic Research Division, Paul had direct management responsibility for the successful completion of important consulting projects, with an aggregate construction value of more than \$3 billion.

Prior to his affiliation with Mid-America, he was a Senior Consultant with Lester B. Knight & Associates, Inc., Chicago (architects, engineers and management consultants) from 1974 to 1976, where he was project manager for airfield feasibility, site selection, and master planning studies. While with the Knight organization, Mr. Dillon also participated in numerous marketing, management consulting, and bank site location studies for clients throughout the United States. He participated in the reuse study for the Albany, Georgia Naval Air Station, one of the first base reuse analyses in the United States.

From 1971 to 1974, Mr. Dillon served both as a staff member of, and a consultant to, the Illinois Department of Transportation. He held an administrative position with responsibility for managing staff members, in addition to programming, budget preparation and the design of public participation/community relations programs for major Illinois transportation projects.

Teaching Positions

Mr. Dillon has taught transportation courses at South Suburban College and the City Colleges of Chicago, and was a part-time Community (Adjunct) Professor in the College of Arts and Sciences at Governors State University, University Park, Illinois. He has served as a Visiting Lecturer in Management in the College of Business Administration at the University of Illinois at Chicago, and has lectured and taught at the Harris School of Public Policy at the University of Chicago. (See Veteran Activities below).

Publications and Commentaries

Mr. Dillon is the author of numerous articles on business, finance, land use and transportation subjects in such diverse publications as *The College Board Review*, *the Journal of Management Engineering*, *the Chicago Tribune*, *Crain's Chicago Business*, *State Government News*, *Commerce Magazine*, *USDailyReview*, *Young People's Science Encyclopedia*, and *the Illustrated Encyclopedia of Aviation and Space*. Paul was the subject of a profile in the CBS Small Business Pulse. He has been an

occasional guest commentator on business and political issues for WBBM-AM Newsradio 780, a division of CBS Radio in Chicago.

Government Service

Paul has served as a public member on many federal, gubernatorial, legislative, mayoral and other local government committees and commissions, including the O'Hare Airport Advisory Committee, Illinois Legislative Commission on the Revitalization of Midway Airport, Illinois Committee to Strengthen Community Economies, the Illinois Tax Reform Commission, Illinois Study Commission on Public Pension Investment Policies, Illinois House Speaker's Economic Advisory Council, the Illinois Legislative Bi-Partisan Task Force on Impact Fees, and the Federal Aviation Administration Aviation Systems Capacity Advisory Committee in Washington, D.C.

Military Service

Mr. Dillon's military service includes an appointment as a special staff officer and instructor at the U.S. Army Aviation School, Fort Rucker, Alabama, where he performed research studies in human factors engineering and man/machine interface systems design (1969-70). He subsequently served a tour of duty at Headquarters, U.S. Army, Vietnam, negotiating land use and air space agreements with the Vietnamese Government (1970-71). His decorations include two Bronze Star Medals for action with the 165th Aviation Group, 1st. Aviation Brigade. He is a graduate of the U.S. Army Transportation Officers School. Rank: 1st Lieutenant. Honorably discharged.

Veteran Activities

Paul was the primary researcher for the highly acclaimed "Veterans in the Workplace" Focus section, which was published by *Crain's Chicago Business* in 2011.

He served as a Visiting Lecturer at the Harris School of Public Policy at the University of Chicago in 2012-2013, where he created and co-taught a course entitled, "Law and Veterans' Issues: Policy Challenges and Best Practices", which is the first course of its kind to be offered at the University of Chicago.

In March, 2018, Paul organized and moderated a Duke Veterans Workshop and Symposium at the Sanford School of Public Policy.

Paul is the creator of the concept for a veteran startup incubator in Chicago, called Bunker Labs. See link to op-ed in article that started this effort in Chicago:

(<http://www.chicagobusiness.com/article/20130724/OPINION/130719954/chicago-is-a-startup-city-but-not-for-vets>).

Paul also was the creator of the concept for a veteran entrepreneur support organization in North Carolina, called VetStart, which recently has been rebranded as Bunker RDU.

Mr. Dillon represents the nation's veteran community on the Kennedy Forum, and is a member of the Leadership Council of the Kennedy Forum Illinois.

Additionally, Paul has served as a subject matter expert on veterans issues for various conferences and symposia, most recently at the conference on The Many Futures of Work: Possibilities and Perils,

where he delivered a paper on [“Veterans in the Workplace: Myths and Realities”](#).

His articles and quotes on veterans' issues have appeared in *Forbes*, *Crain's Chicago Business*, American Express OPEN Network, the National Federation of Independent Businesses newsletter, *Authority Magazine*, Arianna Huffington's *ThriveGlobal*, Real Work Matters, Recruiting Social, the Sarasota, FL *Herald Tribune*, *We Are The Mighty*, and *USAA Magazine*. He is a sought after commentator on national veteran matters on numerous radio programs and podcasts, including ***on Veterans Day, 2017, when he had an interview with Michael Toscano, Anchor and Correspondent, Westwood One News, on veterans issues. This interview aired on 750 radio stations throughout the nation, as well as on Westwood One's nationally syndicated broadcasts America in the Morning, First Light and The Jim Bohannon Show.***

Here's the link to the audio:

<http://www.dillonconsult.com/Toscano-Veterans Myths.mp3>

Additional examples of other interviews are as follows:

A **representative interview on veteran entrepreneurship** is as follows:

<http://germono.com/dagm20-31/>

A **representative interview on the work of the Kennedy Forum, as it relates to veterans mental health,** is as follows:

<http://wgnradio.com/2017/01/09/paul-dillon-ceo-of-dillon-consulting-services-and-veterans-advocate-for-the-kennedy-forum-illinois/>

Additional interviews can be provided upon request.

Board of Directors Experience

Mr. Dillon has served on the board of directors of the Chicagoland Chamber of Commerce, the Metropolitan Planning Council of Chicago, the Chicago Convention and Tourism Bureau, and the Japan America Society of Chicago. He served a nine year term on the board of trustees of The Chicago School of Professional Psychology, which is the oldest and largest independent, non-profit graduate school of psychology in the United States. He served a three year term as a Public Member and Commissioner on the national Commission for Case Manager Certification, which is the first and largest certifying body for case management professionals to be accredited by the National Commission for Certifying Agencies, with over 30,000 Certified Case Managers (CCMs) nationwide, and the only multi-disciplinary case manager credential.

Education

Mr. Dillon received his A.B. Degree from John Carroll University (Cleveland, Ohio), a M.S. in Ed. degree from Northern Illinois University (DeKalb, Illinois), and has completed advanced graduate study in systems management at the University of Southern California, (Ft. Rucker Branch). He holds the professional designation of Certified Management Consultant (CMC) from the Institute of

Management Consultants.