

OPERATIONS AND FINANCE MANAGER

Summary

Communication Skills - Proven ability to produce formal written reports with the subheadings of Table of Contents, Executive Summary, Statement of Purpose, Observations, Conclusions and Recommendations. Like reading a chapter in a textbook Possess well-developed skills with interpersonal customer relations, e-mails, group presentations *Analytic Abilities - Expert level proficiency using Microsoft Office applications Excel, Word, Access, Power Point, Visio. Proven understanding of relational database concepts, Microsoft Outlook. Microsoft Certified SQL Sequel Server, VBA coding. Creating, administering and modifying complex reporting applications to provide vital reporting functions to middle, senior and executive management *Professional Job Experience *Collections / Supervisory - Over eleven years experience Manager of Collections and Enforcement Branches supervising and managing two branches, with eleven employees, of the of the Oklahoma Turnpike Authority regarding incoming and outgoing collection calls and collection issues. Semi Annual performance appraisals. Performing RFP bids for Third Party Collections. Pursuing insurance claims for damages to Turnpike Property. *Credit / Business Analysis - Over eleven years banking experience in evaluating, administering and approving loans and other complex financial & accounting analysis. As member of Loan Review Team for five years I was rep for Senior Loan Committee, participated and led reviews of correspondent banks and lending divisions, examining and analyzing financial statements, tax returns and collateral documentation. Two years of my banking experience working was with the Credit Administration department. My computer skills, especially with database applications, enabled me to manage and monitor large volumes of important financial data such as exceptions to policy, adequacy of loan loss reserves, compliance with loan agreements and adequacy of collateral coverage, to name a few. Four years was spent analyzing, administering and approving both direct and indirect loans within my retail loan approval authority. *Budget & Forecasting - Two years experience in Federal Institution administering, evaluating and reporting compliance with a \$700 million labor budget. Reported monthly, in writing and in person Q&A to department management, Senior Management and base Commander (yikes). *Self Employed -

Experience

Operations and Finance Manager 03/2014 to Current Company Name City , State

- Responsible for Successful Deployment of ScoopDog project.
- Coordinate activities between manufacturing, design and sales/fulfillment functions.
- Create and maintain Facebook, Business Facebook, Kickstarter and Website applications.
- Produce pricing studies, projections and support for analysis.
- Manage Financial, Accounting and Legal advisors.

Financial Analyst 06/2012 to 05/2013 Company Name City , State

- Compile Year End Financial Statements.
- Check Writing Authority.
- Create inventory system for office assets - depreciation schedules.
- Balance and maintain cash accounts.
- Interface for government regulatory agencies.

Labor Budget Analyst 11/2010 to 06/2012 Company Name City , State

- Successfully collected, analyzed and advised senior management in writing, regarding compliance with \$700 million labor budget of the different divisions at Tinker Air Force Base in Midwest City, Okla.
- Report to management in monthly meetings and answer concerns regarding trends in labor costs and their compliance with budgetary guidelines.
- Successfully demonstrated research skills using Microsoft Office (Excel, Access, Word) to provide formal written reports to management including Table of Contents, Footnotes, Executive Summary etc.
- Participate in departmental budgeting process PIKEPASS Call Center.

Manager of Collections and Enforcement 04/1999 to 11/2010 Company Name City , State

- Supervised operations and personnel of both OTA Enforcement Branch and Collections Branch - completed semiannual performance appraisals, hiring, firing etc.
- Reduced escalated calls by 50% by coaching employees regarding technique and style for negotiating collections issues with incoming and outgoing calls in accordance with OTA policy.
- Received and resolved escalated calls daily from patrons regarding collection issues.
- Successfully demonstrated research skills using Microsoft Office (Excel, Access, Word) to provide formal written reports to management including Table of Contents, Footnotes, Executive Summary etc.
- Standardized department policy by creating training and orientation presentations with Microsoft PowerPoint applications.
- Slashed abandoned call rate by more than 60% by evaluating workflow of call center, analyzing problem areas and making recommendations to management.
- Revolutionized RFP bidding process by creating and implementing technique that assigned relative numerical values to individual bids for services from Third Party Collection Agency.

Assistant Administrator 09/1986 to 02/1999 Company Name City , State

- Credit Underwriter, Indirect Underwriter, Credit Admin, Loan Review.
- Produce and monitor annual budget process with Supervisor.
- Evaluated and classified multi-million dollar Commercial and Retail Loan Portfolios based on analysis of financial statements, tax returns and

- collateral appraisals - reported results to Board of Directors.
- Approved/Rejected installment loan requests within established loan authority.
- Responsible for all business loans for the retail team Served as representative of Loan Review Team to Senior Loan Committee regarding classification of commercial loans exceeding \$1 Million.
- Analyzed processes and created computer applications used to replace manual operations.
- Successfully gathered information, articulated recommendations - proven research skills using Microsoft Office (Excel, Access, Word) Provided research and formal written reports to management.
- Monitored adequacy of Loan Loss Reserves, reported status monthly to Board of Directors.
- Maintained list of Exceptions to Policy and reported status monthly to Board of Directors.

Education and Training

MBA UNIVERSITY of OKLAHOMA City , State

Master of Business Administration : Business Administration, Finance Business Administration, Finance

BBA

Bachelor of Business Administration : Management Management

OKLAHOMA BANKERS ASSOCIATION, Oklahoma City Loan Documentation Seminar Intermediate Banking School

Personal Information

OKLAHOMA TRANSPORTATION AUTHORITY, Customer Service Award BANC ONE, Retail Employee of the Quarter

Skills

Accounting, Air Force, Agency, Balance, Banking, budgeting, budget, Call Center, coaching, commercial loans, computer applications, Credit, senior management, Financial, Financial Statements, analysis of financial statements, firing, government, hiring, inventory, Legal, Loan Documentation, meetings, Access, Excel, Microsoft Office, office, Microsoft PowerPoint, Word, negotiating, performance appraisals, personnel, presentations, pricing, processes, research, Retail, RFP, sales, Supervisor, tax returns, Underwriter, Website, workflow, written

Additional Information

- AWARDS and RECOGNITIONS OKLAHOMA TRANSPORTATION AUTHORITY, Customer Service Award BANC ONE, Retail Employee of the Quarter