
**Financial and Technical Executive
Cross Functional and Cross Industry Experience**

Motivated, enthusiastic and entrepreneurial spirited professional offering more than eighteen years experience to successfully reposition business to drive revenue and profit growth and establishing sustainable results. Recognized abilities conducting business assessments and managing projects within financial, academic, energy management, marketing, retail and collections industries. Strong track record of initiated solutions based on business assessment, process review and technology integration. Strengths In:

- Performing Business Assessments
 - Business Processes Reviews
 - Software Implementations
 - Relationship Management
 - Operations and Facilities Strategies
 - Developing Curricula & Training
 - Designing and Delivering Presentations
 - Developing and Writing Business Proposals
 - Assessing and Writing Policy
 - Branding and Marketing
-

Professional Experience

**EcoGreen Financial & Operations Services,
Mill Creek, WA**

1/1999 – 6/2009

Consultant/Project Manager

Industry: Information Technology/Cross Industry/Contract Work

Planned, executed and controlled technical, financial and operations projects focused on open, scalable and cross-platform management solutions that spanned networks, systems, and applications. Provided business analyses; developed and implemented strategic plans aligned to business goals and objectives. Performed project integration management consisting of plan development, execution and change control. Projects commonly targeted finance, operations and business development. Full realm process review and improvement responsibilities: accounting, reporting, analyses, internal controls, policies, personnel management, training, etc. ***Selected accomplishments:***

- Turned around declining business by upgrading technology and focusing on reestablishing failed processes, systems and people development; leading the company from financial bottom-line results in 16 months.
- Developed from a business perspective, related to technical aspects and look at mission-critical needs of the company, established projects centered about the context of building infrastructure; established new IT direction restored lost data and reestablished lost client reporting capabilities within four weeks.
- Increased market share by 50% through awarded regional hospital contracts achieved by establishing superior client relationships and tailored proposals, beating regional and national competitors.
- Drove process improvements, aligned business needs, and increased productivity levels by integrating technology solutions which automated daily processes resulting in gained efficiencies of 90%.
- Co-led large scale enterprise monitoring projects within a Unix environment and Oracle database, simultaneously, to support high infrastructure availability and performance designed to gain real-time visibility and prevent service disruptions; budgeted at \$100,000 to more than \$1 million on mission critical enterprise projects.
- Formulated and implemented strategy to target complex technical RFPs & RFQs; resulted in 75% success rate in captured business opportunities.
- Developed and recommended business plan for troubled organization by completing business and feasibility assessment, assessing competition and apprising market constraints resulting in controlled closure of business.
- Performed marketing assessment for high growth opportunities within declining industry by assessing competition, recommending closure of location and reinvestment in revamped, e-commerce website and product positioning.
- Managed all aspects of business and systems projects by preparing and managing project plans, scheduling, and facilitating status meetings; also evaluating cost-benefit relationships, documenting and communicating issues resulting in costs savings.

Boeing Employees' Credit Union
Tukwila, WA

1994-1999

Manager of Centralized Lending
Industry: Credit Union Cooperative

Responsible for high volume lending operation, included walk-in lobby and two call centers and loan inception with 40 agents, for \$3.3 billion financial institution. Staffing responsibilities for up to 55 FTEs.

Selected Accomplishments:

- Directed and developed activities of three supervisors, eight team leaders and professional staff of 65 through major reorganization and centralization of lending functions which increased efficiencies 75% and decreased headcount 50%.
- Responsible for \$500,000 budget and loan portfolio; grew from \$806 million to \$1.7 billion, setting loan originations at record levels and year end portfolio growth in excess of \$216 million.
- Spearheaded integration of lending and technology, such as an automated scorecard to increase loan capacity, which increased efficiencies 50%.

Bank of America, formerly Security Pacific Bank
Bellevue, WA

1990-1993

Training Officer
Industry: Banking

Fast track promotions through a series of increased responsibilities charged with assessing needs and designing, delivering and evaluating training programs to support lending implementations for 180 branches. Heavy emphasis on value added services. **Selected Accomplishments:**

- Charged by EVP to define, launch and manage a new training unit designed to implement banking, regulatory and selling techniques relevant to training personal bankers in lending and sales of loan products; increased sales by 10%.
- Conceptualized, developed and facilitated Total Quality Management Program curricula and training materials, designed for diverse groups which integrated trainee involvement and technology to increase retention rate.
- Recognized abilities in problem solving, demonstrated abilities in analysis and assessing organizational issues, allowing for increased productivity by loan officers by 12%.
- Completed assessment and competitive analysis which drove pricing and exceeded sales goals for regional reports by 15%.
- Devised and implemented innovative loan product training to further support financial growth.
- Developed and delivered PowerPoint presentations and business proposals targeted toward high level executives within emerging areas for personal bankers to cultivate business relationships.

Nordstrom, fsb
Newark, CA

1984-1990

Collection Supervisor
Industry: Retail

Promoted and supervised regional customer contact center with 25 employees. Served primary liaison between customer contact center and IT.

- Reduced write off receivables from 5% to less than 1% of delinquency.
- Supervised team of collection officers, bankruptcy representatives, deceased claims specialists and credit card fraud investigators.
- Recognized for achieving recoveries without alienating the customer.

Education

Bachelors of Business Administration
Seattle Pacific University, Seattle, WA

Tivoli Certificates of Completion
Design Considerations for Project Managers
Implementation Methodology

Leading with Dignity Program
Seattle University, Seattle, WA

Center for Creative Leadership
LaJolla, CA