

NAME

Address • phone • email

EDUCATION

St. John Fisher College, Rochester, NY Anticipated May 2015

School of Business, AACSB Accredited

Master of Business Administration

State University of New York at Brockport, Brockport, NY May 2008

Bachelor of Science in Business Administration, Concentration, Marketing

Finger Lakes Community College, Canandaigua, NY May 2006

Associate of Science in Business Administration

PROFESSIONAL EXPERIENCE

Verizon Wireless, Inc., Rochester, NY Jan. 2011 - present

Business to Business Inside Sales Rep. (10/2012 – present)

- Research and analyze customer purchasing trends in the telecommunication business and identify potential market opportunities.
- Manage large client accounts on daily basis; assess inventory needs and integrate corporate initiatives to increase customer sales to 2.5 accessories per product purchase.
- Consistently exceed monthly performance goals by 25 to 100%; recognized for consistent relationship development and strong management skills.
- Renegotiate monthly to long term contracts to maintain a consistent revenue stream; initiated negotiation strategies that were adopted corporate wide.
- Receive significant referral business from existing customers.

Customer Retention Analyst (1/2011 – 10/2012)

- Analyzed major account activities and completed profiles to identify potential client needs and ascertain retention issues based on longevity and reasons for leaving.
- Utilized and modified access database to improve data collection and identify trends; provided feedback for management concerning areas that required improvement.
- Initiated program for resolving elevated customer complaints leading to increased retention rates and increased level of customer satisfaction.

The Sutherland Group, Rochester, NY Jun. 2008 – Jan. 2011

Internet Consultant, DSL.net Contract (12/2009 – 1/2011)

- Consulted with IT personnel to identify sales opportunities.
- Identified, developed and implemented business processes to improve customer acquisition, service, and retention; methodology and negotiation strategies were adopted corporate wide.
- Generated \$50,000-\$100,000 in new revenue/month for client, (\$800,000-\$1,000,000 as a team)

Business Consultant, Rhythms NetConnections Contract (6/2008 – 12/2009)

- Collaborated with IT Directors, Consultants, Business Owners, and Senior Managers to develop high-speed data communications for their business.

JC Penny, Eastview Mall, Victor, NY Jul. 2006 – Jun. 2008

Manager (6/2007-6/2008)

- Managed full operations of Victor store including inventory, purchasing and managing staff.

Sales Associate (7/2006-6/2007)

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Operations Management

Process Reengineering • Quality Assurance • Team Leadership

Results-driven, competent professional with wide ranging experience in planning and leading operations involving small to medium sized manufacturing environments. Track records of devising, evaluating and implementing continuous process improvements to minimize waste and reduce costs while maximizing quality and yield. Establishes effective quality control and safety programs, encouraging proactive participation across functions.

Areas of expertise include:

Lean Manufacturing	Regulatory Compliance	Policy Development
Total Quality Management	Resource Allocation	Optimizing Systems
Cost Reduction	Team Building & Training	P&L Accountability

Education

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Master of Business Administration

State University of New York at Brockport, Brockport, NY May 2007
Bachelor of Science in Business Administration

Professional Experience

GE MDS, Inc., Rochester, NY January 2010 - Present

Cell Manager, Manufacturing (2/2011 – Present)

- Drive continuous improvement of manufacturing metrics - revenue to plan, quality, cycle time, delivery, and manufacturing costs for automated PCB assembly line.
- Support planning and execution of every stage in new product development process.
- Manage 14 full-time employees and 10 contract staff; oversee personal development and training for cell team members including performance appraisals, training plans and fulfillment, team and individual performance feedback.
- Implemented next generation of automated PCB surface mount technology; coordinated team training on new system and managed the switchover of product builds onto new machines.
- Effectively lead team & manage multiple projects while meeting daily deadlines & budgets.

Supervisor, Test Group - Manufacturing (1/2010 – 2/2011)

- Oversaw post build test group and directly managed 4 full-time and 7 contract employees.
- Established daily test priorities, defined staffing requirements and implemented procedures.
- Implemented computer based testing technology to minimize customer costs and improve margins.
- Verified equipment at final test stage met established standards and customer order requirements.
- Gathered and distributed data regarding product yields and defects to proper sources.

Alstom Signaling, Rochester, NY July 2003 – June 2009

Group Lead, Stockroom (5/2005 – 6/2009)

- Actively collaborated with Operations Management for order expediting and material forecasts for global manufacturer of signaling products.

Sr. Material Handler, Stockroom (7/2003 – 5/2005)

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EDUCATION

St. John Fisher College, Rochester, NY

School of Business, AACSB accredited

Anticipated May 2016

Master of Business Administration, GPA 3.85

Bachelor of Science, Management, Concentration, **Finance**, GPA 3.53

May 2012

Dean's List, four semesters

PROFESSIONAL EXPERIENCE

Chase Bank, Rochester, NY

June 2014 - Present

Sr. Financial Analyst (June 2014 – Present)

- Assist in directing the performance measurement and attribution processes for Chase's General Account, which includes developing, analyzing, and clearly presenting measurement statistics to provide sector heads, analysts and senior management with timely, accurate and insightful measures of investment results.
- Generate the public sector reporting package, including holdings and transactions information.
- Ensure that the group remains current with regulatory guidelines.
- Create and deliver Ad hoc presentations and analysis interface with investments senior management and Corporate to communicate investments results.
- Reengineer and improve processes for Investments and adopt new processes that advance the broader Corporate objectives.

Project Lead - SEI System Implementation (August 2013- June 2014)

- Managed multiple functions and allocated time to prioritize independent, high profile projects during acquisition process.
- Developed initial system for procedural training to acquired members of the Investment Group; addressed concerns, overcame resistance and provided ongoing support during transition process.
- Maintained investment models and followed stock lists.

Financial Analyst (June 2012- August 2013)

- Created monthly Finance management report and compiled information for monthly financial package.
- Prepared financial slides for executive level presentations.
- Developed, prepared and analyzed profitability reports monthly.
- Consolidated and analyzed monthly and quarterly forecast information.
- Participated in Closing review to ensure results are appropriately accounted for under GAAP.
- Served as liaison to IT department for administration and updates on beta test of SEI System.

The Hartford, Buffalo, NY

May 2011-June 2012

Accounts Relationship Associate

- Collaborated with five Portfolio Managers on daily operations activities; managed all client correspondence and communications with administrative officers.
- Managed Shadow Account assets held with an outside custodian.
- Created and supported Client presentations and performance reviews.

COMMUNITY INVOLVEMENT

Habitat for Humanity, **Board Member**, 2009- Present

Camp Promise for Disabled Adults, **Board Member**, 2008-Present