

Motivated and energetic high achiever. Focused and action oriented, adept at clearly communicating and providing customized input to clients, coworkers, and organization. Seeking an opportunity utilizing my strengths and knowledge developed through my MBA experience.

EDUCATION

W.P. Carey School of Business at Arizona State University, Phoenix, AZ 2012
Master of Business Administration, International Business Emphasis (Study Abroad June 2012)

Arizona State University, Tempe, AZ 2008
Bachelor of Science in Political Science, International Studies Certificate

PROFESSIONAL EXPERIENCE

School of Politics and Global Studies at Arizona State University, Tempe, AZ Dec. 2014 – Present
Business Operations Manager

- Responsible for the management and oversight of all financial responsibilities for the School. Functions include budgeting, accounting, fiscal oversight of all purchasing, strategic planning and forecasting, inventory control, equipment tracking, payroll distribution, and projections for all local and state funded accounts for the School of Politics and Global Studies.
- Performed month-end close, year-end close and account reconciliation for all state and local accounts.
- Responsible for the all work for the School related to the ASU Foundation. This included maintenance of 31 Foundation Accounts which reported posting of 12 scholarships annually. Managed the communications with all donors on behalf of the School, for all gifts received. Worked with the Foundation to ensure all rules and regulations set out through their 501 (c)(3) designation were strictly followed.
- Manages and supervised Business Operations Specialist and department student workers, which included hiring, termination, discipline, performance evaluations, work planning, etc.
- Prepared a variety of financial and administrative reports. Then used the reports to analyze and interpret the statistical, financial and management planning data in order to help with decision making and strategic planning.
- Worked with School Director to establish an Alumni Outreach Program. Created and executed a calendar of events specific to Alumni. Through this outreach program we were able to increase visibility of the School and increase scholarship funding. Working towards the creation of an Alumni Advisory Board to bring Alumni in to give advice on the School direction for the future.
- Managed the oversight of major projects for department. Oversaw a \$15,000 renovation for the department to establish a student lounge meant to assist in driving student collaboration in a fun friendly environment close to professors and resources the School has to offer.
- Prepared personal service budget and executed the expenditures for all staff while maintaining revenue streams. Combined with personal services, I reviewed, authorized, and oversaw the execution of all department expenditures for travel, supplies, services, and equipment.
- Performed analysis in order to make appropriate recommendations for decision-making concerning staffing, capital equipment and major School improvements.
- Served as the HR liaison for the School to the University as a whole. Responsible for the coordination of all personnel matter including payroll actions, classifications, recruiting new hire actions, interviewing and selecting new university staff, employee grievance, and any other issues that have arisen.
- Maintained all School records to ensuring all were accurate and up-to-date. Coordinated and executed internal audit of files and processes; provided requested information and document for University audits.
- Created a standard operating procedure template in order to create and put in writing all School procedures to ensure standardization.
- Created a partnership with Apple in order to revolutionize the Early Start Program. Worked with Apple product engineers to prepare iPads for Early Start students that would come pre-loaded with essential items needed to help the at-risk student participants be successful in their college careers. Volunteered to create this partnership and then oversaw the project from start to completion.

Scott Millard Consulting, Orlando, FL/Phoenix, AZ

Aug. 2013 – Present

Small Business Marketing Consultant – Google Adwords Certified

- Review and analyze business existing marketing strategy to assist with the development of a new more powerful strategy to ensure an increase in ROI
- Utilize pay-per-click advertising as a way to increase market share using tools such as Google Adwords, Bing Ads, Yelp CPC, and Amazon advertising. Also geotargeting with PPC to ensure the correct target market area is being exposed to the campaigns.
- Collaborated with business owners and web designers to assist with website updates that will ensure a better return through SEO by adding key words necessary to grab the target market.
- Analyze social media presence, create when non-existent, adapt and change for better targeting when holes are found with current presence, and train corporate officers on how to maintain social media presence and its importance in today's business world.
- Assist with the creation and implementation of mass email marketing campaigns. Analyze the data output after completed campaign to show hard numbers on the ROI campaigns have created. Through the use of different mass marketing tools such as GoDaddy Email Marketing and Jango Mail.
- Creation of low-cost marketing tools such as social media sites and blogging. Been responsible to updating and writing blog posts and maintaining social media sites. Also provided training classes to business owners and employees to provide them the tools to do these activities successfully on their own.
- Provided clients with analytics of marketing campaigns, web traffic, and SEO ROI utilizing Google Analytics.
- Reviewed marketing strategy with business owners on a consistent basis to stay up-to-date with new initiatives to ensure a proper rollout to reach the large market base to increase market share.

Redi Carpet, Inc, Orlando, FL

Oct. 2013 – June 2014

Southeast Region Operations Coordinator

- Managed all major projects for all branches within my region using MS Project as a tool to stay on top of topics at hand through multiple locations and project simultaneously
- Worked as a corporate agent to support and supervise implementation of procedural change at the branch level under the corporate directive throughout the Southeast Region
- Analysis of P&L statements to help with budgeting and cost analysis in order to increase gross profit margin on struggling products
- Worked with branch Office Managers to analyze customer A/R Aging to determine the correct course of action in order to reduce day to pay for the branch overall
- Assisted with hiring, on-boarding, new hire orientation, and training of branch managers and personnel
- Provided branch support when understaff or in situations where specific operational support was required
- Conducted routine branch visits within the Southeast Region where was responsible to audit the branch workflow to ensure that procedures and tasks are being done properly and in accordance with SOPs
- Continuously reviewed and analyzed branch reports in order to identify and correct procedural problems
- Conducted branch file audits when requested by either the Regional Vice President, Controller, or the Director of Operations
- Assisted with the creation and maintenance of corporate Standard Operating Procedures
- Provided operational assistance in opening a new branch or preparing and executing an acquisition. This included analyzing financials, location relevance, and profitability potential
- Worked as an agent of continuous change and improvement of process advancements from either personal suggestions or corporate initiatives
- Assisted Branch Managers with reconciling Accounts Payable bills received and expense reports for processing through corporate accounting
- Assist in the maintenance and operation of all computer systems within the Southeast Region branches

JB Technical Support Service, LLC, Phoenix, AZ

Aug. 2009 – Oct. 2013

Operations Manager

- Increased sales and customer base through aggressive follow up on leads and continued reach out programs to current customers creating up sale; resulting in a 67% increase in employee work force.
- Developed and Implemented customized inventory control system that increased productivity by 30%. Allowed for centralized location and cataloging of parts. Improved quality of on hand counts leading to an 40% increase in part sales revenue.
- Responsible for managing for all accounting functions for the entire business. This included reconciling all corporate accounts, budgeting, handling expense reports for accuracy and reimbursement, payment of

bills to vendors, payroll, and pricing based on P&L and costs analysis.

- Analyzed P&L statements on a regular basis to prepare reports for CEO in order to amend corporate strategy on pricing.
- Responsible for month-end close, year-end close, and financial statement preparation for the CEO
- Developed tracking system for customer contracts to enhance customer satisfaction, while decreasing contract lapse. System has led to an increase in contract renewal before expiry date causing an increase in revenue and total number of contracts purchased.
- Handled all aspects of Accounts Receivable including A/R Aging responsibility, customer invoicing, customer follow-up, collections, and payment processing.
- Solely responsible for the human resources department of the company. This included hiring, training, coaching, employee development, terminations, employee records, payroll, and benefits coordination.
- Oversaw and maintained benefits coordination for the business. Negotiated contracts with insurance carriers that best suited the needs of the company's employees at the greatest benefit for all.
- Overall responsible for monthly and yearly budget preparation for CEO approval. This included conducting market research in order to properly forecast trends and prepare effective and profitable budgets.
- Developed tracking system for customer contracts to enhance customer satisfaction, while decreasing contract lapse. System has led to an increase in contract renewal before expiry date causing an increase in revenue and total number of contracts purchased.
- Responsible for marketing strategy utilizing Google Adwords and industry specific forums.
- Handled all aspects of purchasing and procurement on a daily basis for all company activities. This includes the creation of purchase orders, the negotiation with vendors on cost and contracts, and the planning and forecasting of inventory to ensure items were available when needed.
- Established a partnership with DeVry University to recruit quality graduates through a dynamic recruitment initiative to hire and train educated and ambitious new employees.
- Managed the sale of capital equipment valued at over \$1,000,000. Worked with customers to ensure satisfaction from the background knowledge of the equipment, answering any questions, developing a timeline for shipment and installation of new equipment, while ensuring that the process was hassle free from the customer's perspective.