

## *Creating Value*

### **EXECUTIVE BUSINESS MANAGEMENT ▪ OPERATIONS ▪ FINANCE**

**Dynamic organizational leader with sophisticated knowledge of finance more than 15 years of distinguished contributions to business development strategies**

SELF-DRIVEN, RESULTS FOCUSED AND RESOURCEFUL **MS IN INDUSTRIAL ADMINISTRATION** WITH HISTORY IN BANKING, AUTOMOTIVE FINANCE AND ASSET-LIABILITY MANAGEMENT CONSULTING. EXTENSIVE EXPERTISE ENCOMPASSES **BUSINESS DEVELOPMENT, OPERATIONAL INFRASTRUCTURE, PROCESS ENGINEERING, CUSTOMER SERVICE, PERSONNEL MANAGEMENT, IS / IT, RISK MANAGEMENT, AND REGULATORY COMPLIANCE.** ASTUTE ANALYST AND STRATEGIC THINKER, – **CREATED AND LAUNCHED FORD MOTOR CREDIT'S ONLINE FINANCE OPERATIONS. CALLED TO SERVE ON BOARDS OF DIRECTORS** FOR SEVERAL BUSINESS AND CIVIC ORGANIZATIONS.

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### **SELECTED HIGHLIGHTS**

- ❑ **Knowledge Base:** In addition to MSIA, earned BSBA, completed advanced work in Finance and taught the subject at George Washington University. Trained in **Six Sigma methodology**, organizational leadership and project management.
  - ❑ **Solid Financial Acumen:** Accomplishments include managing acquisitions and divestitures, initial public offerings (IPO) and insurance and annuities, developing hedging strategies and implementing **controls for billions of dollars in receivables.**
  - ❑ **Change Agent:** Imposed new financial structure for subsidiary organizations and led numerous reengineering efforts requiring organizational structure and new processes for AMERICAN AUTO FINANCE and FORD FINANCIAL SERVICES.
  - ❑ **Consummate Manager:** Headed the Major City Region for FORD MOTOR CREDIT, directing and controlling an efficient organization comprised of **265 personnel** and hundreds of dealers and which **generated \$2,600,000,000** in yearly revenues.
  - ❑ **Recognized Customer Service Expert:** Articulate and compelling communicator. Delivered addresses on Customer Loyalty and Satisfaction at the Thought Leadership Conference in Santa Monica and the European Networking Group (ENG) Conference in Costa Mesa in 2005.
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### **PROFESSIONAL EXPERIENCE**

#### **SENIOR MANAGER OF CORPORATE OPERATIONS**

AMERICAN AUTO FINANCE COMPANY

2002 – Present

City, State

Spearhead planning, implementation and management of operational infrastructure, vehicle service contracts and claims processing for this \$40,000,000,000 automotive captive finance company. Provide leadership for risk analysis, business process engineering, facilities, telecommunications, customer service, training and compliance. Formulate and administer annual budgets of \$36,000,000; negotiate vendor contracts. Direct 90 personnel in meeting service level agreements.

- Identified business needs and opportunities for improvement, and enacted a project management framework and restructured the department, which **reduced costs and improved performance.**
- **Developed creative solutions for personnel problems;** instituted a high-performance team building initiative that and increased productivity and morale.
- **Assured compliance** with industry and corporate regulations including the Sarbanes-Oxley Act (SOX), privacy, fair credit disclosures and contracts.

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**MANAGER OF ONLINE FINANCE**

1990 – 2002

FORD MOTOR COMPANY

City, State

Provided financial expertise and leadership critical for business development and optimizing performance results for this \$200,000,000,000 industry leader. Performed business analyses, conducted research and developed ideas for new sales programs and improved processes. Directed staff in customer service, technical and business operations to achieve established goals.

- Led project teams and **orchestrated the implementation of complex initiatives** including owner loyalty studies.
- Served as Executive Consultant to the CEO of an affiliated online automotive buying enterprise: managed inspection company and call center; **developed business plan and IPO.**
- **Managed the \$2,600,000,000 Boston Region:** structured credit packages and granted approvals; directed analysts in market assessments and budget control and **produced solid returns.**
- Directed the Miami branch with 45 employees; fostered strong relationships with dealers and advertising federations and **grew business in a highly competitive market** to \$350,000,000.
- **Created specialty programs** targeting Hispanic, college graduate and female demographics as Manager of the FORD MOTOR CREDIT Marketing Department.
- Conducted an in-depth assessment and **restructured FORD CREDIT’S insurance operations** including annuities.
- **Supervised acquisitions by FORD FINANCIAL subsidiaries:** evaluated targets, managed relationships with financiers and made presentations to FORD’S Board of Directors.
- As **Manager of Ford’s Financial Services subsidiary,** identified the need and the initiated restructuring of the national branch network at SUPER NATION BANK.

**Held previous executive positions with:**

STATE NATIONAL CORPORATION ▪ CONTINENTAL ILLINOIS CORPORATION  
DREXEL BURNHAM LAMBERT ▪ KAPLAN, SMITH & ASSOCIATES

**PROFESSIONAL ASSOCIATIONS**

**Board of Directors** - AGREAT BANK, Chicago, Illinois

**EDUCATION & TRAINING**

Carnegie Mellon University - Pittsburgh, Pennsylvania

**ADVANCED STUDIES IN FINANCE**

**MASTER OF SCIENCE IN INDUSTRIAL ADMINISTRATION**

Washington University – St. Louis, Missouri

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION**

**Additional courses, seminars and workshops include:**

Six Sigma Green Belt ▪ The Ken Blanchard Companies: DISC / Situational Leadership /  
Build High Performance Teams / Project Management

REFERENCES AND ADDITIONAL DATA AVAILABLE ON REQUEST