



University of Maryland University College

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OBJECTIVE

To contribute strong management and leadership skills to your firm in a budgeting/financing capacity

PROFESSIONAL PROFILE

- Recent MBA graduate with 9 years of telecommunications experience that is highly applicable to retail markets and network engineering & planning, including the ability to deliver exceptional customer service, maintain financial support systems, and analyze monthly departmental budgeting and accounting reports so that expenditures are controlled
- Accountable team player who has the ability to react with short & medium lead times to requests for data, while simultaneously seeking new ways to improve efficiency and increase profits
- Tactful consultant to managers to ensure budget adjustments are made in accordance with program changes
- Detailed-oriented performer of cost-benefits analyses, fiscal allocation, budget preparation, financial requests, and alternative financing methods

EDUCATION

Master of Business Administration, 2008
Master of Science in Management, 2006
University of Maryland University College, Adelphi, MD
Bachelor of Science in Business Administration, 2002
Charm University, Charm City, MO
Certificate in Business Project Management, 2001
University of Maryland University College, Adelphi, MD
Certificate in Financial Planning, 2001
Charm University, Charm City, MO

PROFESSIONAL EXPERIENCE

Budgets/Finance – Network Engineering

- Manage and track a \$250 million FTTP engineering annual budget for the state of MO
- Review operating budgets to analyze trends affecting budget needs
- Analyze monthly engineering expenses to meet reporting metrics schedule for Capital Management budget meetings
- Direct the preparation of regular and special budget reports
- Examine budget estimates for completeness, accuracy, suspicious expenses, and conformance with procedures and regulations
- Summarize budgets to seek new ways to improve efficiency and increase profits
- Reduced 6-month backlog of held contractor bills enabling all invoices to be in ‘good standing’ to decrease expense

Customer Service

- Use job aids/methods to interpret and resolve written customer requests
- Prepare reports with emphasis on service order accuracy to meet critical deadlines
- Increased the error correction process by 45% by implementing centralized database



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- Saved department \$1,123 per employee per year in absenteeism costs by boosting morale through monthly incentives

Sales Support

- Greet customers and ascertain what each customer wants or needs
- Recommend, select, and locate merchandise based on customer wants or needs
- Describe the merchandise and explain use, operation, and care of merchandise to customers
- Compute sales prices, total purchases, and receive and process cash or credit payments
- Answer questions regarding the store and its merchandise
- Watch for and recognize security risks and thefts, and implement trained practices to prevent or handle such situations

Administrative

- Operate office equipment for spreadsheets, database management, and other applications
- Open and distributed incoming mail and other material
- Review work done by other for spelling and grammar correction to ensure governmental format policies are followed

===== **PROFESSIONAL HISTORY** =====

- Budget Specialist –XYZ Finance Corporation, Anywhere, MO, Jan. 2005 to Present
- Facility Administrator–XYZ Finance Corporation, Anywhere, MO, Jan. 2004 to Jan. 2005
- Customer Service Clerk– XYZ Finance Corporation, Anywhere, MO, Apr. 1998 to Jan. 2004
- Sales Support, ABC Youth Outfitters, Downtown Charm City, MO, Mar. 2000 to Present
- Office Automation Clerk, Charm City Health, MO, Mar. 1999 to Nov. 1999