

## BUSINESS MANAGER – Financial Services

With 5+ years of managing front office operations in a Merrill Lynch (ML) 80+ person Institutional Sales office, I'm known for resolving pressing issues calmly, quickly, and thoroughly. I bring a systematic, analytical approach to reporting and problem solving, and I lead high-performing teams with a supportive management style. By making wise expense decisions and enabling producers to manage their sales time efficiently, I continually deliver bottom-line improvements.

*My qualifications include an MBA and experience in these areas:*

### EXPENSE CONTROL & POLICY MANAGEMENT

Travel & Entertainment and Special Events  
Market Data and Telecommunications  
Vendor Contracts  
Personal Computers, Phones, and Remote Access

### FINANCE & ACCOUNTING

Budgeting  
Forecasting and Planning  
Reporting  
Production Tracking and Adjustments

### COMPLIANCE

Trading Practices  
Entertainment and Gift Spending  
Internal/External Communication  
Industry Registration and Continuing Education

### BUSINESS CONTINUITY & OFFICE ENVIRONMENT

Contingency Planning  
Building Maintenance and Security  
Policy and Procedure Training  
Software Testing, Roll-Out, and Training

## Relevant Experience

**MERRILL LYNCH & CO., INC.** (now Bank of America), San Francisco, CA 2000 – 2006 (recent experience below)

Global Markets and Investment Banking Group (GMI), Institutional Sales

**Vice President/Business Manager** (promoted from Assistant Business Manager, February 2003)

Managed front-office team and administrative functioning of equity and fixed income trading floor. Held dotted-line supervisory role over technology group, ensuring that sales team received proper support, hardware, and telecom services. Communicated and coordinated corporate policy changes, such as spending guidelines and new application roll-outs. Applied cost-benefit and compliance review in approving expenses.

#### **Proactive in improving the bottom line**

Reduced annual market data spending by \$500K and telecommunications spending by \$200K, without negatively impacting sales, by identifying and carefully eliminating redundancies and unused systems.

#### **Savvy in utilizing technology to increase productivity**

Designed Access database to link employee IDs to data including HR, technology, and expense details. Enabled faster reporting and reduced errors. Eliminated need to enter information in multiple locations.

Encouraged programmers to prioritize automation of a tedious weekly reporting task, then teamed with them to identify design needs for functionality that decreased preparation time from 8 hours to 20 minutes.

#### **Experienced in managing large-scale, cross-functional projects**

Teamed with architect/designer, finance department, IT team, corporate real estate group, and builders to plan \$4M office remodel to improve appearance, floor space usage, and technology.

#### **Focused on strategically maximizing team's efficiency**

Redefined assistant's responsibilities to discontinue data entry required for rarely used report. Reallocated time to direct sales-team support. Decreased producers' workload and prevented the need for a new hire.

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## Other Experience

**CAREER COLLABORATIONS** (Hire Impact Résumés, LLC), Dayton, OH 2008 – present

Résumé writing, cover letter writing, interview preparation

**Owner/President**

Handle all aspects of business from delivery of career-related services to marketing, sales, and accounting. Manage timely completion of deadline-sensitive projects where accuracy and attention to detail are imperative.

**Driven to achieve goals through initiative and resourcefulness**

Combined strong writing skills with business background to start company from ground up, including researching résumé-writing industry, earning certification, creating business plan, and growing client base.

**QUADRAMED CORPORATION**, San Rafael, CA 1999 – 2000

Sales (medical software and services)

**Commissions Manager**

Led commissions department, including managing staff and instructing monthly commissions of up to \$1M.

*Received standing ovation at national sales meeting for transitioning problematic department into a team recognized for timeliness, accuracy, and responsiveness.*

**Proficient at identifying potential for process improvement and delivering results**

Improved compensation plan and revenue tracking process with executive sales team and PeopleSoft consultants. Designed commission statements to incorporate changes.

Introduced automated procedure to upload figures into payroll system, eliminating manual errors and reducing payroll entry time by 6-8 hours per month.

**Committed to meeting demands of sales team through organization and communication**

Developed an adjustment tracking system to monitor outstanding requests, eliminate backlog, and remain current with concerns of 90+ sales representatives.

**FRANKLIN TEMPLETON**, San Mateo, CA 1998 – 1999

Treasury Accounting Control

**Operations Specialist**

Learned department functions and cash-flow monitoring systems, then developed training documents to assist team in preparing for conversion to automated reconciliation platform. After transition, conducted troubleshooting and teamed with programmers to reduce manual workarounds.

## Education & Licensure

**MBA, BOSTON UNIVERSITY.** Boston, MA, 1997

Beta Gamma Sigma academic honor recipient

**B.A., Psychology, UNIVERSITY OF NOTRE DAME.** South Bend, IN, 1994

**St. Mary's College Semester Around the World Program,** Fall semester, 1993

Studied at Stella Maris College in Chennai, India. Toured 11 Asian and European countries.

Formerly held FINRA licenses (expired): Series 6, 7, 9, and 63.