

**Summary** – 30+ years of leadership positions with notable staff management skills (hiring, feedback, development). Recognized for effective time management and PMO skills; change management, process documentation, development and publishing of technical job aids, facilitator and educator  
20 years of analytic responsibilities ~ use of data management tools, trending, forecasting and modeling

### **Work History**

#### **June 2024 to December 2025 ~ Consolidated Communications/Fidium Fiber**

##### **Manager, National Real Estate and Vendor Management**

- ❖ Transition utility and lease management functions while maintaining overall quality review
- ❖ Evaluate commercial space owned/leased – Benchmark local Real Estate markets, evaluate individual locations for current/future use and evaluate cost benefit
- ❖ Prepare presentation of analysis and recommendations to Senior Leadership regarding Real Estate holdings: Keep/Update/Enhance; Replace or Sell. Recommend budgets for all projects including updates, moves and revenue estimates for sales
- ❖ Manage vendor relationships including multi-state contractors and internal Operations Managers. Establish project timelines and oversee work to ensure project completions on-time and on-budget

#### **May 2017 to 2024 ~ Consolidated Communications**

##### **Manager, National Lease Revenue and Expense: National Utility Expense and Account Management**

- ❖ Manage all utility accounts, establish internal billing controls, ensure proper payment is made to avoid service interruptions and maintain good credit standing.
- ❖ Manage expenses and revenue related to Real Estate holdings including utilities, rent, taxes, etc.
- ❖ Manage vendor relationships including multi-state fuel suppliers, payment processors and Landlords
- ❖ Analytics as needed regarding Utilities used/paid and Lease Expenses, including data for Energy Efficiencies and initiatives

#### **May 2015 to 2017 ~ Consolidated Communications, fka FairPoint Communications**

##### **Manager, Commission Accounting & Real Estate Accounting**

- ❖ Audit calculated commission processed in Sales Operations – provide feedback and recommendations
- ❖ Manage calculations and payout of commission for sales subset not integrated into Commission Engine
- ❖ Manage all Real Estate Lease contracts and agreements – updates and renewals
- ❖ Manage all expenses and revenue related to Real Estate holdings including utilities, rent, taxes, etc.

#### **March 2014 to May 2015 ~ FairPoint Communications**

##### **Manager, Sales Operations, Compensation & Incentives**

(Sales Reporting moves into Revenue Reporting during reorganization)

- ❖ Oversee Commission Calculation Engine deployed in 2013 to calculate and pay Direct Sales Organization
- ❖ Review and approve calculation coding to facilitate accurate calculations
- ❖ Manage calculation and payout of commission for sales subset not integrated into Commission Engine
- ❖ Manage reporting and reconciliation as related to Compensation
- ❖ Manage and facilitate all related Communication across all business areas and all management levels
- ❖ Analyze and Report commission plan effectiveness with recommendations for improved result
- ❖ Write Compensation Plans to document approved plan components, ensuring Legal and Executive Leadership approval
- ❖ Work with Global Compensation Manager to benchmark competitive compensation packages and propose Total Compensation and Benefit packages for implementation
- ❖ Continued SME Salesforce.com, Sales Operations process documentation, New Hire Training, Account Type Management for all Accounts

#### **February 2009 to March 2014 ~ FairPoint Communications**

##### **Manager, Sales Operations, Reporting and Compensation/Incentives Management**

Manage team of Analysts focused on data management, analysis and reporting across multiple sales channels. Managed Compensation and Incentives across 10 different Compensation Plans plus Executive Compensation

- ❖ Senior Manager Lead in implementing and deploying a Compensation System for Direct Sales
- ❖ Lead in implementing SFDC as CRM tool and integration with existing systems

- ❖ Wrote M&Ps and created job-aid documentation
- ❖ Managed cross-departmental functionality of correct assignment of Account Type and Sales Assignment
- ❖ Participated in Core Team Stimulus Project - managing Census Tract data for geographic identification of proposed service area
- ❖ Represented Direct Sales interest in System updates
- ❖ Managed Change Request process for Direct Sales
- ❖ Admin: established team objectives/project tracking; Performance Reviews; Hiring/Firing; Personnel Documentation
- ❖ Honored/requested for Pilot Training programs: Mentoring ~ Presenter at Leadership Academy

#### **February 2008 to February 2009 ~ FairPoint Communications**

**Sr. Specialist, OSS-Metrics:** Worked cooperatively to stand up Regulatory reporting templates and metric specifications; created process and protocol, wrote M&Ps; Supported Business and Wholesale Operations through sales transition, sourcing and defining metric reports.

#### **October 2007 to January 2008 ~ Legacy Publishing**

(This company is no longer in business)

**Call Center Manager** responsible interviewing, hiring, managing process, audit, analysis of performance, documentation of individual and team performance, and reporting to Senior Management; Doubled staffing while maintaining statistical sales success; Maintained top personal leadership sales performance.

#### **June 2005 to September 2007 ~ T-Mobile**

**Workforce Manager:** Manage group of 7 Analysts/Coordinators to effectively manage staffing and call routing resources for 600 seat call center.

Involved with all aspects of start-up, including recruiting; interviewing; hiring; establishing process; Expanded responsibilities with growth; Responsible for training, audit, analysis of performance, documentation of individual and team performance, and reporting to Senior Management (local and national); Full understanding of call center efficiency metrics, including net staffing, occupancy, CRT, shrinkage and forecasting; Use and proficiency with scheduling software TCS (e-Workforce Management), CMS, ACD,RTA, (previous use of IEX) - all MS Office products, several database programs and internet functions.

- ❖ Ranked #1 in overall job performance, nationally, 2005 & 2006 (Out of 19)

#### **September 2002 to June 2005 ~ Independent Contractor**

Managed all aspects of 2 e-commerce sites, including website development, payment processing, product selection, pricing, marketing, sales and service; Managed all aspects of satellite TV and internet service, including sales, installation, inventory, training, payment reconciliation; Managed and maintained home office, including equipment, supplies, and utilized outside resources as necessary.

Consultant Manager for Satellite TV Business: Increased satellite business by 100%, and identified +\$4,000 in unpaid invoices within the first 4 months

#### **February 1994 to August 2002 ~ MBNA America**

**Corporate Officer - Sr. Manager** - Financial Sales - Customer Service - Market Research - Business Development

**08/00-08/02:** Senior Manager to department - Managed 16-22 Specialists focused on financial sales: Achieve key business goals including sales objectives, efficiency standards, staffing/shrinkage goals; Provide HR responsibilities as they relate to maintaining policies, compliance, payroll, benefit disbursement, recognition, corrective action and promotion; Provide formal and informal feedback and documentation of performance to include factors such as sales, staffing, attrition, absence and efficiency; Provide weekly reporting of business unit metric success.

**02/97-08/00:** **Manager** - Managed 16-22 Specialists focused on Customer Service: Managed team efforts to achieve quality and efficiency standards; Maintained personnel policies; Provided education, feedback on performance and progress toward goal achievement; Wrote and administered formal 6 month performance appraisals; Wrote and administered formal recognition and corrective action; Interviewed internal and external candidates for new hire.

**03/96-01/97: Assistant Department Manager of Market Research:** Managed 10-12 Specialists conducting market research surveys; Supervised coding and data reporting; Maintained personnel policies; Provided daily and monthly performance feedback; Provided recognition and corrective action.

**09/94-02/96: Direct Marketing Manager:** Planned, implemented and analyzed Special Interest Direct Marketing efforts to achieve sector goals; Maintained Direct Marketing cost per account at budgeted unit costs; Forecasted annual account acquisition and managed annual budget of \$1,001,661; Developed and implemented plans to increase net revenues, activation and retention percentage rates; Identified and developed new regional Direct Market products, and enhancements for existing products.

**02/94-08/94: Marketing Coordinator:** Founder of new regional marketing office for national credit card bank; Established regional marketing office; Developed goals and standards for reporting, and procedures that facilitated new regional process; Communicated clearly with sector and departmental contacts regionally and nationally to further Direct Marketing efforts; Facilitated all requirements for the development of products.

**Education:**

Villanova University – Project Management

University of Maine, Augusta and Belfast Maine ~ Mercer County Community College, West Windsor, NJ

**Skills:**

Web: HTML; Internet Marketing

Workforce Management: TCS; EWFm; CMS; IEX; RTA; ACD

Database: Transact SQL; SSBA; FastData; First Pursuit

Graphic Design: PageMaker; Quark Express; PhotoShop; Canva

Reporting: Excel, Access, SQL, Graphs/Charts/Displays, PowerPoint presentations

CRM: Siebel, Salesforce.com

Analytics: Lavastorm