

- HIGHLIGHTS:**
- ◆ Designed, implemented and managed multiple company-level and function-specific accounting, billing, planning, reporting and budgeting mechanisms
 - ◆ Implemented new software accounting, budget and allocation systems using BlackBaud software - Financial Edge, Raisers Edge
 - ◆ Designed, implemented and directed corporate planning processes improving integrated department communications and budgeting
 - ◆ Cross-functional experience in finance and audit, marketing and sales, customer service, operations, human resources and planning resulting in excellent communication and people skills with non-financial organizations and personnel
 - ◆ Member of 8-person corporate team specially selected to analyze and report on global organization, its products and processes; led to widely-used corporate planning and process improvement tool
 - ◆ Total Quality Management-trained; Successes include: Established new billing system and methods increasing accuracy, reducing aging accounts receivable; Developed new product management processes adopted by full local division; Developed and implemented new budget and corporate planning systems and processes improving integration, effectiveness and efficiency of compilation, reporting and inter-department communications
 - ◆ Served as National Account Manager for company's third largest national customer
 - ◆ Developed and sold \$3 million network product - largest local division contract during tenure
 - ◆ As client, enhanced external auditor review processes for company's major revenue streams adopted nationally by audit firm

- EXPERIENCE:**
- Waccamaw Oncology** **Murrells Inlet/ Georgetown, SC**
Business Manager *December, 2008 to August, 2009*
- ◆ Managed business processes of Medical Oncology practice; Develop marketing plan and materials, human resource policies and procedures, review and maintain facilities needs and IT activities
- Coastal Carolina University** **Conway, SC**
Bursar *June, 2006 to September, 2008*
- ◆ Managed University billing and collection customer servicing functions for primary sources of higher education income - tuition, room and board and other fees; Facilitates process reviews and improvements through technology enhancements; supervises 12 staff
- Carlisle Area Health and Wellness Foundation** **Carlisle, PA**
Director of Finance *September, 2000 to October, 2005*
- ◆ Responsible for all corporate accounting, budgeting and financial reporting for charitable conversion foundation established from sale of hospital and multi-healthcare provider organization; lead responsibility for audit, legal and regulatory reporting requirements
 - ◆ Pre-hospital sale responsibilities: Directed all accounting, budget and finance activities of multi-company healthcare organization including parent, acute-care hospital and other healthcare provider entities
- Keystone Health Plan - Central** **Camp Hill, PA**
Director - Operational Planning and Corporate Services *May, 1995 to September, 2000*
- ◆ Directed operational planning and integration activities incorporated into annual budget plan; developed, implemented planning and communication systems; directed operational planning and key performance measurement processes including consultation, analysis and reporting methodologies
 - ◆ Directed Operations unit including facilities planning and management, security, food services management, procurement and inventory control, marketing and member information mail requirements, internal mail management

Sprint **Carlisle, PA**
Carrier Relations Manager *July, 1991 to November, 1994*

- ◆ Managed customer relations, including contract administration and marketing for division's largest customers

Product Manager - Enhanced Network Services *September, 1990 to June, 1991*

- ◆ Create and implemented product management methods and plans for new and emerging network and video products resulting in enhanced product portfolio, time to market and sales

Accounting Supervisor - Interexchange Revenues *December 1987 to September 1990*

- ◆ Supervised functional billing and contracts administration unit responsible for one-third of company total revenue streams; key position interface with external auditors

Sr. Accountant - Interexchange Revenues *March 1987 to December, 1987*

- ◆ Accounting and billing responsibilities for key telecommunication revenue streams; integral in establishing new contractual billing and collection products and settlements

Accountant - Miscellaneous Billing *April, 1986 to March, 1987*

- ◆ Billing Supervisor for miscellaneous telecommunications charges; implemented new billing system and processes resulting in increased collection efficiency and improved internal controls

Internal Auditor *June, 1985 to April, 1986*

- ◆ Prepared audit plans and management reports recommending strengthened internal controls and process improvement

Main Hurdman, CPAs **Harrisburg, PA**
Audit Supervisor (last position) *December, 1979 to May, 1985*

- ◆ Developed and implemented audit plans for manufacturing, banking, construction, and non-profit entities including local colleges, government, operational and financing authorities

Wilson College **Chambersburg, PA**
Adjunct Faculty *January, 1992 to December, 1992*

- ◆ Taught college-level business math and intermediate accounting courses

EDUCATION: **The Pennsylvania State University** **Middletown, PA**
Bachelor of Business Administration, Accounting Major *1979*

Ongoing

- ◆ Continuing Education sponsored by employer, state and national organization; Emphasis in accounting, tax, management, TQM, Mainframe and PC software including Microsoft Office
- ◆ Attended Rutgers Advanced Management Program
- ◆ Attended Sprint Management Education Series focused on organization, leadership, change management, team-building and human resource issues

CERTIFICATIONS AND AFFILIATIONS:

- ◆ Certified Public Accountant, Pennsylvania Licensed since 1983
- ◆ Member, South Carolina Association of CPAs
- ◆ Past Board Member and Treasurer for Carlisle Area OIC, non-profit education organization

REFERENCES:

Available upon request