

# XXXX X. XXXXX

XXXX ♦ XXXX ♦ [xxxxx@xxx.com](mailto:xxxxx@xxx.com)

---

## SENIOR CORPORATE PLANNING MANAGER

Track record of contributions in financial modeling, cost control, budgeting, forecasting, and profit margin growth. Strategic thinker skilled in identifying and capitalizing on market opportunities and operational efficiencies. Adept at improving processes, building collaboration, and driving the achievement of ambitious goals. Ethical, resourceful, and highly effective.

*Reduced monthly fixed costs from \$17.7M to \$5.3M and operational costs from \$27.3M to \$9.3M while increasing profit margin 9%.*

*Instrumental in increasing revenue 37%, decreasing SG&A 10%, increasing EBITDA 118%, and improving profit margin 36%.*

*Co-developed world class outsourcing/right shoring model.*

---

## PROFESSIONAL EXPERIENCE

XXXXX, New York, NY. 2009 to Present.

**CUSTOMER CARE/HUMAN RESOURCES SERVICE LINE CONTROLLER**—Direct all aspects of financial management for XXXX and XXXX accounts. Scope of responsibility includes forecasting, budgeting, variance analysis, and unit costing. Analyze and manage additional resource charges/reduced resource credit for the XXXX account. Manage revenue budgets of \$85M and expense budgets of \$68M. Interface daily with CEO, CFO, and service line VPs. Currently strategizing plan for more efficient utilization of outsourced facilities in China, Philippines, and India. Manage and develop senior accountants.

### **Key Achievements:**

- Implemented Unit Costing for the XXX account, resulting in better management and an overhead and variable cost reduction of 12% in 2013.
- Collaborated with Paris, France headquarters on integrating Customer Care organization into the Global Business Process Outsourcing Group.
- Planned and integrated Canadian operations into U.S. operations, resulting in detailed financial reporting by service line and account.
- Identified and restated \$1.2M of 2009 expenses back to 2007.
- Co-developed the World Class Model for Outsourcing/Right Shoring.
- Collaborated on planning and building a call center in New York, NY.

XXXXX, New York, NY. 2006 to 2008.

**DIRECTOR, NETWORK FINANCE (2006 to 2008)**—For a company with annual revenue of \$500M (\$1B at its apex in 2000), restructured company's Chapter 11 emergence and transition to new ownership. Responsible for financial modeling and reporting, budgeting, forecasting, variance analysis, KPI report preparation, ad-hoc analysis, sales planning, compensation restructuring, and due diligence. Rendered decisions on hundreds of vendor and customer contracts. Developed business-as-usual model, harvest model, growth model, and 5-year business plan for sales channel and network cost.

### **Key Achievements:**

- Led the team that reduced monthly fixed costs from \$17.7M to \$5.3M and operational costs from \$27.3M to \$9.3M from January 2006 to January 2008.
- Recommending outsourcing of the Network Operations Center and Fraud department, reducing annual departmental operations costs \$750K.
- Proposed commercial sales growth model and recommended expanding sales representatives, resulting in on-target performance for \$3.7M revenue increase in 2006, and streamed revenue projections of \$13.7M in 2009 and \$23.2M in 2010.

XXXXX, Montclair, NJ. 2000 to 2006.

**SENIOR MANAGER OF DATA ANALYSIS & REPORTING** (2004 to 2006)—Provided management and financial support for nationwide direct marketing team for a \$300M per year residential channel and a \$160M commercial distribution channel. Created financial models for products and services, and tracked sales and profitability for five sales offices. Measured performance of staff in seven states. Spearheaded contract amendment between commercial and legal divisions.

**Key Achievements:**

- Earned President's Circle membership, 2006.
- Collaborated on team that increased revenue from \$110M to \$150.3M, decreased SG&A from \$25.8M to \$23.3M, increased EBITDA from \$14.6M to \$31.9M, and profit margin from \$40.4M to \$55.2M annually from 2002 to 2004.
- Within 10 months, reduced annual operating costs \$3.5M by identifying zero/low usage circuits and decreased costs \$200K annually by subleasing excess office space.
- Initiated and produced calling pattern analysis documentation for 25 largest volume client accounts, resulting in a revenue increase of \$500K.
- Redesigned monthly booked-to-billed report, streamlining resolution of provisioning issues, improving cash flow by \$1.2M annually.
- Proposed and opened new sales office locations in Chicago and New York while closing the Denver office to capitalize on dynamic market opportunities.
- Consistently forecast revenue within 3% and cost of goods sold within 1.5%.

**PROJECT MANAGER, FINANCE** (2000 to 2004)—Planned and directed finance projects through all phases to timely and accurate completion. Established guidelines and priorities for optimum operational efficiency. Strategized project planning to capitalize on applicable laws, policies, economic trends, and special interests. Established strategic alliances and partner relationships. Mentored and developed staff in conjunction with executive management.

**Key Achievements:**

- Researched and analyzed network operations department functions during strategic planning process. Prepared reports and cost/benefit analysis for 14 switch locations.
- Coordinated cost management of \$43 million operating budget and \$30 million capital budget.
- Spearheaded input and structuring of three-year strategic business plan.

Xxx, New York, NY. 1994 to 2000.

**FINANCIAL ANALYST**—Developed information management systems for financial analysis and reporting of Southwest Area performance. Designed and reengineered processes to utilize technology systems. Enhanced operating efficiency and client value. Analyzed and improved database systems.

**Key Achievements:**

- Saved labor costs by developing new queries streamlining weekly report generation.
- Developed dispute management queries for the account management team, reducing resolution from 30 days to 5 days and improving cash flow.
- Implemented training programs on IBM Customer Collection Information System.
- Created reporting system to measure P&L impact of policies and programs.

---

## EDUCATION

**MBA in International Business**, New York University. 1994.

**BBA in Marketing**, Columbia University. 1992.