Tom harty, MBA, ms

Yorktown, IN 47396 • [**Tom.HartyMBA@gmail.com**](mailto:Tom.HartyMBA@gmail.com)• [**LinkedIn profile**](https://www.linkedin.com/in/thomas-harty-ms-54809a11b/)

• [**Professional**](https://thartymba.github.io/) **Website**

**PROFESSIONAL SUMMARY**

I am an unwavering and driven leader, actively seeking a pivotal role where I can orchestrate a transformative impact on a grand scale. I have honed my expertise to encompass the most crucial aspects of leadership and organizational excellence. My track record demonstrates a commanding mastery of customer/client resolutions, an ability to thrive in high-pressure, dynamic managerial environments, a consistent track record of surpassing challenging deadlines, and a talent for implementing highly effective strategic communication strategies. At the heart of my capabilities lies an unwavering dedication to delivering exceptional results. I have consistently excelled in fostering and maintaining strong relationships with customers and clients, ensuring their needs are met with precision and professionalism. This customer-centric approach has been instrumental in driving loyalty, satisfaction, and sustained business growth.

**Key Skills & Professional Experience include:**

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| --- | --- | --- |
| * 15 Years Call Center Experience * 17 Years in Financial Services Industry * Candidate Selection * Operations Management * Power BI/Tableau * Web dev– HTML, CSS, Bootstrap, Javascript, WP | * 13 Years Management/ Leadership Experience * 17 Years in Student Loan Industry * INTJ MBTI / CD DISC * Strategy Management * SAS/SQL/Python/R * Call Center Forecasting & Calabrio | * 17 Years Collections Experience * Data Analysis & Visualization * Database Management * Project Management * Microsoft Suite including Excel, Power Point, and Visio * Google Ads, Analytics, & Adsense |

**EDUCATION**

**Doctor of Business Administration** AGD: AUG 2023

*Apollos University* | Great Falls, MT

**Relevant Coursework:** Corporate Managerial Finance and Accounting, Fundamentals of Business Research, Survey of Global Business Opportunities and Issues, Leadership: Concepts and Theories, Organizational and Group Dynamics, Corporate Strategic Planning

**Master of Business Administration** July 2018

*Western Governors University* | Salt Lake City, UT

**Relevant Coursework:** Financial Mngmnt, Operations Mngmnt, 96th Percentile in Capsim Simulation

**Master of Science in Management and Leadership** December 2017

*Western Governors University* | Salt Lake City, UT

**Relevant Coursework:** Business Acumen, Managing Organizations & Leading People, Managing Human Capital, Change Management & Innovation, Strategic Management, Becoming an Effective Leader

**Bachelor of Science in Business Management** April 2016

*Western Governors University* | Salt Lake City, UT

**Relevant Coursework:** Organizational Behavior & Leadership; Principles of Management; Managerial Accounting; Strategy, Change, & Organizational Behavior Concepts; Project Management; Finance; Managerial Accounting; Information Systems Management; Quantitative Analysis for Business

**CERTIFICATIONS**

* CompTIA, Project+, Dec 4 2015, Candidate ID 001020950191
* National Health Care Provider Solutions, Save a Life CPR, AED, and First Aid, Mar 30, 2021
* The National Society of Leadership and Success, Foundations of Leadership 1, Oct 22, 2021
* The National Society of Leadership and Success, Foundations of Leadership 2, Nov 8, 2021
* The National Society of Leadership and Success, Advanced Leadership, Jan 6, 2023

**Memberships**

* The National Society of Leadership and Success – Sigma Alpha Pi, Western Governors University’s Alumni chapter, Fall 2021
  + Invited to join as a distinguished alumni upon the chapter’s inception

**PROFESSIONAL EXPERIENCE**

**Navient,** *Remote*February 2009 - Present

* Strategy – Forecasting, Modeling, & Analysis, Collections Management, Workgroup leadership
* Recognized for extremely fast ability to adapt
* Automated several previously manual processes to free up bandwidth with AI/ML implementation
* Started as an entry-level collector in 2007 and quickly progressed through numerous leadership and departmental positions
* 110% average achievement of business goals equating to numerous performance awards and bonuses
* Several dozen department and organizational awards and bonuses, including the 2017 Default Prevention Manager of the Year

**OTHER RELEVANT EXPERIENCE**

**Financial & Real Estate Investing**

* **Self-Managed Landlord** Jul 2019 - Present
  + Cash on cash return rate over 20% per year
* **Venture Investor** Mar 2017 - Present
  + Initial investment yields 7.7% annually and compounds monthly
* **Peer-To-Peer Lender** Sep 2015 - 2021
  + Return on Investment of 5%
  + Developed a lending criteria standard with successful risk mitigation for my loan portfolio
* **Self-directed Stock Market Investor** Aug 2014 - Present
  + Fundamental company analysis and technical chart analysis
  + Best one year growth rate of over 300%

**COMMUNITY INVOLVEMENT**

**Success Networking Team Facilitator,** *NSLS WGU Alumni Chapter*Dec 2021 – May 2022

**Den Leader & Committee Member,** *Scouts BSA Pack 303, Yorktown, IN*Nov 2017 – Nov 2021