

CHARLES GORDON, MBA

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PEOPLE LEADER / AUDIT SPECIALIST

RELATIONSHIP MANAGER | COACHING AND TRAINING | OPERATIONAL EXCELLENCE

- **Compliance/Audit Expertise** - Proactively researched and utilized new technologies to strengthen the overall control environment by improving things such as: training programs, document handling, operational processes and efficiency resulting in better operational performance, and communication.
- **Strategic Operational Planning** - Performed process analysis while at Xerox allowing for increased productivity resulting in operational budget overages reduction from 60k over budget to 10k under budget over an 8-month period in my department.
- **Relationship Management** Established internal customer supplier agreements for Xerox addressing areas of conflict resolution, motivation, organization, and troubleshooting, resulting in improved management communication creating improved flow of work between shifts and allowing for 40% increase in productivity throughout the site.

LEADERSHIP & PROFESSIONAL EXPERTISE

- Collaboration
- Complex Problem Solving
- Coordination/Delegation
- Critical Thinking
- Short/Long-Term Planning
- Multitasking
- Relationship Management

PROFESSIONAL HISTORY

SUBSTITUTE TEACHER Shelby County Schools-Memphis, Tennessee 2018-2019

- Adhere to the curriculum and lesson plans assigned by the regular teacher.
- Follow procedures and achieve lesson goals.
- Assign and explain homework.
- Oversee students outside of the classroom including in the hallways and cafeteria.
- Take attendance and document daily notes.
- Ensure classroom and work is kept clean and orderly.
- Oversee the normal classroom rhythms and activities.
- Compile a report for the teacher for when he/she returns.

SENIOR COMPLIANCE ANALYST, Robert Half Contractor for CBRE Corporation, Memphis, TN, Sept 2019-Oct 2019

- Performed annual audits/reviews to ensure compliance with internal policy and procedures and external control certifications. Identified the audit test selection. Worked cross-functional with department and line of business leadership to coordinate completion. Prepared, monitored and reported on audit project plans. Provided status reports to the Compliance Management Team. Communicate results, findings and recommendations. Published department documents including policy and procedure documents and forms, and all other requested documents from the various shared service teams.

- Data systems which includes: (**Tableau, Sharepoint, Perspective Content, Costar, Harborflex, Sequentra JDE, HTML,CSS, & Javascript**)

MERCHANDISER, COCA-COLA REFRESHMENTS, Memphis, TN, 2016-2018

- Maintained and replenished products in store racks, shelves, displays, and coolers by transporting product between backroom/storage room to front-of-store with manual or powered equipment (pallet jack, hand-truck) ensuring Right Execution Daily meeting company standards for product display.
- Building, changing and removing product displays; maintaining product signage; cleaning product space and securing damaged or defective product.
- Managed backroom by organizing stock (product); identifying, monitoring, and reporting inventory levels; evaluating and processing damaged product; re-packing product; organizing backroom materials (i.e., pallets, product shells etc.); completing any required paperwork.
- Followed all Company and Store policies regarding backroom, display floor, replenishment, equipment, and safety.
- Acted as an Ambassador by providing customer service to Consumers and store personnel by answering questions, locating product, and helping as needed.

TRANSACTION PROCESS SUPERVISOR, Xerox Corporation, Memphis, TN, 2012- 2015

Managed a team of 30 operators and 3 team leads. Responsible for Planning, Organizing, Directing, Staffing, Controlling all aspects of daily operations.

- Lead team that consisted of the Administrative Manager, Production Manager, and team leads and senior employees to address employee morale issues, resulting in greater employee accountability, and increases to morale as measured by an increase in management effectiveness rating from 3.2 to 4.7 (68% increase) against the corporate goal of 4.2 over a 3 year period.
- Aligned operational needs with budgetary goals reducing overages in regular and overtime hours by 35% over a 6-month period.

TRAINING AND COMPLIANCE ANALYST, Federal Reserve Bank of St. Louis, 2011-2012

Performed a variety of audit tasks, including reviewing operations and processes, developing and evaluating audit control systems, determining audit scope/plans, COSO and remediation testing on previously identified audit findings, preparing written and oral reports of audit findings, and corrective action recommendations for the Memphis office for internal, Treasury Office of Compliance, and Federal Reserve Bank Board of Governors audits.

- Created skills inventory database and notification system that allowed for more efficient tracking of training recurrences, resulting in the elimination of audit findings related to outdated training.
- Created and implemented check and balance process resulting in the elimination of missed/overlooked items regarding monthly reconciliation audits of Federal Reserve Bank vendors.

MATHEMATICS TEACHER Memphis City Schools-Memphis, Tennessee 2007-2011

Created daily, weekly, monthly lesson plans for each class (alg. I, alg. II, geometry) that included differentiated instruction methods based on specific student ability for each class.

- Awarded Participant in developing and sharing best practices as part of the New Leaders for New Schools Effective Practice Initiative Program, (EPIC) resulting in Gold Gains (highest award level) in student academic improvement for two consecutive years.

- Worked with peer groups focused on increasing parental involvement in our school, resulting in increases in parental involvement for two years

EARLIER PROFESSIONAL HIGHLIGHTS/ACCOMPLISHMENTS

OPERATIONS MANAGER, FedEx Express, Memphis, TN, 1998- 2005

Managed a team of 25 operators and 2 team leads. Responsible for Planning, Organizing, Directing, Staffing, Controlling all aspects of daily operations.

- Managed the internal supply and value chain for responsible outbound markets resulting in a 98% overall on time performance contributing to improved service quality to each market.
- Spearheaded internal new hire orientation program for the workgroup resulting in reduction of new hire injuries by 20% and turnover of new hires within my Senior Manager's work group by 30%.

EDUCATION & PROFESSIONAL DEVELOPMENT

- **Master of Business Administration**, Strayer University, Memphis, TN
- **Master of Mathematics**, Cambridge College, Memphis, TN
- **Bachelor of Arts in Accounting**, Morehouse College, Atlanta, GA
- **Certified Program Management**, University of Memphis, Memphis, TN