**BRENT C. DOLAN Business Development - Operations**

“Positioned to deliver leadership excellence, proven resource maximization,

innovative operational efficiency, and cost reductions.”

**AREAS OF EXPERTISE**

🗹Cost Reduction 🗹Product Testing Methodology 🗹Executive Decision Maker 🗹Corporate Planning 🗹Strategic Development 🗹LEAN Champion 🗹Operational Leadership 🗹Budgetary Direction 🗹P&L Management

🗹Corporate Actions and Securities Industry SME

**SAMPLING OF ACHIEVEMENTS**

* Lead a major unit wide project to draft, edit, and publish a quarterly publication covering the projects, enhancements, risk exposures, and key events that took place in the past months, as well as those planned for the upcoming quarter. The finished product was subsequently adopted by several other departments as well.
* Recognized a major pain point for our client’s and staff members requiring each client to send in a formal request to our CNS team in order to obtain the identity of their counterparties. Coordinated with Legal department and upper management to amend the requirements, allowing for faster trade turnaround and significantly less manual work.
* Initiated the creation of an MP Trade Program to facilitate the automation of trade settlement cycles for thousands of trades daily, replacing the need for staff to manually settle each trade.

**CAREER HISTORY**

**DTCC, November 2014 – June 2016 – Tampa, FL***Trade Settlement, Corporate Actions, and Income Operations*

* Collaborated with global institutional clients to facilitate full scale trading volumes across the US stock and bond market
* Identified and eliminated areas of inefficiency and risk within my department’s daily processes related to settlements and Corporate Actions
* Spearheaded inter-department initiatives and delegated tasks accordingly

**Car Hunters LLC, January 2012-October 2014 – Tampa, FL**

*Co-founder, President, Specialized Licensed Auto Broker-Dealer*

* Assisted in creating and developing a fully functioning request based auto sales company
* Created an innovative and dynamic business model that added value for each customer while drastically reducing pain points associated with traditional used auto sales
* Controlled company books, records, and financial statements
* Worked with co-founder to implement robust, multifaceted marketing plan including radio, physical, internet, and social media branding methods

**Citigroup, February 2011- November 2014 – Tampa, FL**

*Senior Client Service Officer, Department Team Leader*

* Supervised the management of several top level client relationships within the scope of custody and trade services
* Empowered team members to grow and serve clients effectively

*Canadian Trade Settlements Department Lead*

* Analyzed and assisted in trade settlement from beginning to end of life-cycle, while engineering processes to enhance efficiency/automation, reduce risk, and provide better overall service for our company and our customers
* Delegated tasks and empowered team members to take ownership of their work

**State Street Bank and Trust, February 2008 - February 2011 – Boston, MA**

*Voluntary Corporate Actions Processing*

* Researched event details to ensure clients had sufficient information to base strategic decisions upon, while simultaneously analyzing potential risk associated with events
* Processed corporate actions of all type, level of complexity, and market
* Assisted in development of several strategies to create processing efficiencies, ultimately reducing labor cost and adding value

*Corporate Actions Investigations*

* Served as the primary point of contact for all high level corporate events such as tenders, exchange offers, rights offers, mergers, bankruptcies and optional dividends across all global markets
* Notified clients of all upcoming election opportunities, potential cash or stock entitlements, as well as any accompanied risk

**VOLUNTEER POSITIONS**

***Homeless Outreach Director, Board Member, Watermark Church – Tampa, FL***

* Oversaw direction of all community outreach
* Coordinated member involvement and outreach for homeless and underserved community
* Partnered with several other organizations to help meet needs of the community

***Organization Leader, Event Planner, University Community Ministries – Tampa, FL***

* Organized weekly community outreach breakfast
* Championed many disadvantaged members of community
* Chaired major fundraising event

**EDUCATION**

* Bachelor’s Degree, Finance, University of Massachusetts – Amherst, MA
* Associates Degree, Business Management, Cape Cod Community College – Barnstable, MA