**Brent C. Dolan Process Manager**

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Entrepreneurial, innovative executive with a detailed background in launching business endeavors, implementing creative alternatives to reduce expenditures and time, and motivating teams to attain the highest levels of success. Collaborative communicator and team leader able to drive goals and develop opportunities for internal and individual growth. Highly accomplished in pinpointing areas of weakness and building outcomes that benefit business and advance client relations. ***Areas of Expertise include:***

|  |  |  |
| --- | --- | --- |
| * Strategic Planning & Analysis * Product Testing Methodologies * Business Development * Budgetary Direction | * Risk Reduction * Securities Industry Expert * LEAN Champion * Operations Management | * Software Development Methods * Project Management * Market Analysis * Team Training & Leadership |

**Professional Experience**

**DTCC** | Tampa, FL | 2014 - 2016

**Operations Leader (Trade Settlement – Corporate Actions – Income Operations)**

Instrumental in scrutinizing inefficiency and risk in daily settlements and Corporate Actions processes, revamping efforts and increasing levels of productivity. Orchestrated inter-department initiatives, directing and driving operations. Consulted with global institutional clients to develop and define full scale trading volumes impacting the stock and bond market. Collaborated both internally and externally to coordinate rollout of new software enhancements and new application developments (Agile, LEAN, etc.). Each investment vehicle carries different features, requiring multiple programs and in order to service the unique complexities of each one.

**Key Accomplishments:**

* Spearheaded unit-wide overhaul to draft, edit, and publish a quarterly publication conveying department projects, enhancements, risk exposures, and key events, increasing internal awareness of progress with later implementation in additional departments.
* Discovered chief pain point in formal request procedure that prolonged trade turnaround and rehabilitated system to expedite requests with legal department and higher-level management, composing new requirements.
* Restructured funds wire process in collaboration with treasury, legal, and management teams to integrate a digital cloud based signing and backup product drastically transforming multiple vital operations.

**CITIGROUP** | Tampa, FL | 2011 –2014

**Senior Client Service Officer – Department Team Leader**

Cultivated several top level client relationships, guiding through the scope of custody and trade services. Mentored team members in beneficial strategies to accelerate client relations and further identify client needs.

**Canadian Trade Settlements Department Lead**

Mapped trade settlement, coordinating team members throughout early stages to final completion of trade life cycle. Charted team development, motivating to enhance work while instilling pride in ownership. Inspected accounts, and guaranteed precise balancing of accounts. Initiated daily journal entries, and reconciled stock and cash positions to reflect current status. Dissected accounts and quickly resolved outstanding breaks. All operations performed utilizing MS Excel, Access and several internal proprietary software programs, while simultaneously aiming to find new ways to create efficiencies using proven project management methodologies to communicate and implement new potential software enhancements and daily processes, etc.

**Key Accomplishments:**

* Explored weaknesses within efficiency/automation and formulated procedures that conserved risk and boosted overall service for company and clients.

*Professional Resume Continued…*

* Singlehandedly devised MP Trade Program generating automation of trade settlement cycles impacting 1,000+ trades on a daily basis, consolidating costs on manual staff necessity to settle individual trades.

**STATE STREET BANK AND TRUST** |Boston, MA | 2008 - 2011

**Voluntary Corporate actions Processing**

Evaluated corporate actions and designed multiple types at various levels of complexities within numerous markets. Investigated and interpreted event details to clients, ensuring optimal data to develop conclusions and mitigate risks associate with events.

**Key Accomplishments:**

* Introduced several successful tactics maximizing processes with an uptick in value and decreasing overall labor cost.

**Corporate Actions Investigations**

Essential intermediary, serving as primary point of contact for high level corporate events, including tenders, exchange offers, rights offers, mergers, bankruptcies, and optional dividends spanning global markets. Communicated with clients to inform on upcoming election opportunities, potential cash or stock entitlements, or to discuss accompanied potential risk.

**Mosaic Medical** | Bend, OR | 2017 (Present)

**Clinic Coordinator and community health facilitator**

Coordinated the day to day operations of Mosaic Medical's Mobile Medical Clinic, which provides medical and social services to underserved communities.

**Key Accomplishments:**

* Overhauled previous operation to extend access to more patients through services such the addition of insurance enrollment, B2B networking, and an increased and expanded marketing effort.

**Education**

**Bachelor’s Degree in Finance**

University of Massachusetts | Amherst, MA

**Associates Degree in Business Management**

Cape Cod Community College | Barnstable, MA

**Volunteer Experience**

**Homeless Out Reach Director - Board Member**

Watermark Church | Tampa, FL

**Organization Leader - Event Planner**

University Community Ministries | Tampa, FL