

## INTERNATIONAL OPERATIONS SUPPORT MANAGER

### Executive Profile

Hands-on international operations and finance manager driven to improve performance, efficiency and growth through process improvement and strategic vision. Creates cooperation and acceptance by understanding corporate goals, customer needs and local circumstances and implementing practical solutions.

### Skill Highlights

- Small business development
- Process improvement
- Cross-cultural communications
- Implementation
- Leadership
- Multi-functional knowledge
- International operations
- Customer-oriented
- Budgeting and analysis
- Product Development
- System Development
- Fast learner

### Core Accomplishments

#### *Operations Management: Â*

- *Recommended worldwide process change to streamline and centralize common functions to allow for more local support of customers.*
- *Reallocated headcount to critical functions by creating central operations center that flattened workload fluctuations.*
- *Assisted in the design and testing of new loan management software to meet operational needs of 14 international areas.*
- *Rolled out new software in 8 areas.*
- *Trained international area operations teams and finance teams on new product, policy and processes.*
- *Trained the trainers that implemented in the other 6 international areas.*
- *Managed on-going product development.*
- *Directed continual process and system improvement.*
- *Advised local finance teams on establishing infrastructure and processes for payments and receipts including non-traditional receipting options.*
- *Coordinated with corporate and local legal counsel to set-up proper legal entities in new countries and ensured compliance to specific local legal requirements in nearly 70 countries.*
- *Participated in senior management council in implementing manufacturing capabilities utilizing theory of constraint methodologies.*

#### *Financial Management Â*

- Monitored worldwide facility maintenance, repair and improvement, renovation, construction and real estate budgets and spending.
- Advised area managers in 5 domestic and 4 international areas in planning and budgeting leading to better than 90% accuracy.
- Implemented new accounting and inventory systems that facilitated small company to reach profitability and positive cash flow in less than 12 months.
- Effectively managed an \$18.5M annual budget. Initiated major cost reduction programs, reducing annual expenses by \$5.5M.
- Created a comprehensive sales forecast model to 90%+ accuracy
- Devised tracking systems and reporting metrics to facilitate thorough sales and margin reporting for 6 product lines, 9 industries, and 5 sales channels.
- Led merger team to consolidate revenue forecasting and budgeting functions for newly formed \$50M division
- Managed planning, budgeting, and tracking of 3 divisions and shared corporate expenses.
- Established formal forecasting and budget models that dramatically improved accuracy, internal communication, and operational efficiency

### Professional Experience

International Operations Support Manager 01/2013 to Current General Atomics Clarksburg , MD

Direct responsibility for 4 international areas at any time. During the nearly 2.5 years that has included 8 different areas. Mentored area operations managers, supervisors and staff in roll-out of new product. Trained and supported new policies, processes and systems. Removed system and process roadblocks to facilitate the largest annual growth in a single area and worldwide in 2014. Trained operations staff and front-line managers to correctly implement new product requirements to foster customer success.

Senior Financial Analyst 12/2008 to 01/2013 Ardelyx, Inc. White Plains , NY

Guided 5 domestic and 4 international area directors and support staff in planning, budgeting and managing expenses according to established financial policies and procedures. Guided international areas to properly adapt corporate policy with local legal and regulatory requirements. Oversaw worldwide facility management, construction, technology development and hardware budgets and expenses. Improved worldwide reporting using graphical information for non-financial managers.

Financial Advisor and Analyst 05/2003 to 12/2008 Gamestop Corp. Indiana , PA Worked with clients on all aspects of personal finance and insurance needs by analyzing budgets, short and long term goals and planning and forecasting how to meet those goals. Expertise in secure, high yield investments, insurance, mortgage and real estate.

Controller 12/2001 to 04/2004 Yahoo! Salt Lake City , UT

Managed all aspects of accounting, inventory and human resources for start-up medical device distributor. Integral member of management team in developing and implementing policies and procedures including hiring, benefits, work flow, software systems and inventory management. Created accounting and reporting procedures. Created short and long term forecasting models for management and capital needs. Implemented non-traditional collection procedures to improve cash flow.

Director of Finance 10/1998 to 09/2001 Evans & Sutherland Computer Corp City , STATE

Director of Finance for the Pixel Products Division that included Digital Theater, Digital Studios and Pixel Products. Implemented revenue recognition for RapidSITE software product and Digital Theater productions as well as managed all revenue recognition for the division. Interfaced with all department heads in budgeting, forecasting, reporting and analyzing actual results. Assisted departments with cost and expense reduction measures. Produced long-term financial projections for Pixel Products and assisted in efforts to raise outside capital. Assessed possibilities to spin-off smaller divisions. Facilitated the sell of one division.

Financial Analyst 09/1997 to 09/1998 RVSI/Acuity Imaging, LLC City , STATE

Created and implemented new budgeting and forecasting systems that dramatically increased the ability to track progress of weekly, monthly, quarterly and annual goals and objectives. Implemented forecasting and tracking systems for a newly created super division of RVSI/Acuity Imaging and RVSI/CI Matrix.

#### Education

Certified Management Accountant (CMA) 2013 Institute of Management Accountants

Master of Business Administration : Business Management 1995 University of Utah City , State , US

Bachelor of Arts : Spanish & Latin America Studies 1993 Brigham Young University City , State , US

#### Skills

Microsoft Office, Spanish fluency