

Kia Hanks

7615 Tyler Creek Lane ▪ Phone: 832.725.8203 ▪ kiasvenueandevents@gmail.com

PROFESSIONAL SUMMARY

Expert in: Team Management ~ Process Improvement ~ Customer Relationship Management

Accomplished, high-energy professional who leads companies through change and challenges to profitable growth. Strategic problem-solver who envisions smart solutions and executes with urgency across all levels of the organization. Hands-on leader with a record of successfully utilizing creativity, vision and strong analytical skills to plan and execute strategic Cash and Receivables objectives. Outstanding strategist that is able to keep teams focused and productive in highly competitive business markets. Skilled in Receivables Management with a strong emphasis in financial planning, analysis and reporting.

CORE COMPETENCIES

Team Development & Leadership ~ Customer Relationship Management ~ P&L Management
Financial Planning ~ Analysis ~ Reporting ~ A/R ~ Policy Development ~ Strategic Planning
Change Management ~ Productivity & Performance Improvement
Vendor Management ~ Organization & Communication

CAREER TRACK

Rapid Laser Lube Automotive & Repair, Houston, TX

2015 - Present

Division of TK Motors LLC, leading providing of car care services .

Sr Financial Analyst

- Developed, organized, and implemented policies and procedures for hazardous material program to be in accordance with EPA processes resulting in savings of \$1.5M per year.
- Managed all Cash Application tools including EDI and Lockbox receipts.
- Responsible for detailed account analysis and review of supporting data and reconciliation.
- Overseer of company quotes (\$1.5M) and production for current and new clients supplies based on standard operating procedures.
- Monthly analysis of operational results, financial statements including review for compliance with company policies and procedures to ensure we are in accordance with US GAAP and Statutory regulations

- Collaborated with managers, auditors and team members across multiple functional groups to identify and drive process improvements to ensure changes are continuously adapted per business requirements

DHL, Houston, TX

2006 - 2015

Division of Deutsche Post DHL, providing express mail services worldwide.

Manager, Cash Application/Dispute Resolution (2009 - 2015)

- Leadership of Cash Processing Dept. (management of \$900M payments/weekly)
- Supervised personnel recruitment, team development, and daily management of cash processing team of 20 team members.
- Responsible for day-to-day management of multiple external vendor partners.
- Effectively worked with and influenced team members across all management levels and champion new ideas and initiatives with drive for optimum efficiency and control effectiveness.
- Manage departmental P&L while driving best-practices and a strong process of internal control environment.
- Tasked with operations management, process improvement and building and developing a team of professionals.
- Program Manager for banking initiatives with our global partner, Bank of America. Included design and development of global scorecard as well as process & technology improvements to support receivables optimization.
- Developed and executed initiatives to reduce unapplied cash from \$10M to \$2M in less than 12 months, through marketing activities aimed at external customers as well as technology solutions implemented with vendor.
- Management of daily transactional banking, including overdraft resolution, monitoring of all cash balances, and the movement of funds to optimize float and debt.

Manager, Receivables (2006 - 2009)

- Supervised personnel recruitment, team development, and daily management of receivables team of 15 team members.
- Established best practices for account management utilizing Lean Six Sigma methodologies reducing 60+ debt from 14% to 6% of total portfolio.

- Key liaison for management and maintenance of third party billing and payment system (\$66M billed per year).
- Successfully managed P&L exceeding management targets for 12 consecutive months.
- Recommended and implemented process design changes and identified opportunities to improve existing procedures and related tools to meet the financial requirements of senior management.

MAY DEPARTMENT STORES, Houston, TX

1999 - 2006

Department Manager (1999 - 2006)

- Led a team of 11 Account Specialists motivating and managing day-to-day operations.
- Reduced charge-offs by \$500K in first year of position by reenergizing the group through coaching and counseling increasing teams ranking by 75% within a 6-month period (recognized by VP of Credit).
- Achieved an exemplary ranking for exceeding projected accounts receivables of 60-day past due accounts (7% for 6 consecutive months).
- Provided creative recommendations to a 6 member Six-Sigma team including CFO, VP of Credit, Executive Manager, Group Manager, and 2 Account Specialists, reducing company charge off expense by \$1.4M.
- Assisted management in enforcing customer service targets and metrics while managing a 60-day account load.
- Consistently met targets by exceeding monthly management goals. Resolved 97% of customers' disputes before they escalated to presidential complaints by demonstrating alternative talk off skills that were more customer friendly, ranked in top 5% of employees in resolving complaints.
- Instructed and challenged other Account Specialist on how to resolve customer issues, leading to a 45% decrease in customer complaints over a focused 12-month period.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Business Administration (Finance), University of Houston, Houston, TX

Six Sigma, DHL specific training for process improvement & project leadership

National Honor Society of America

Proficient in all **Microsoft Office** products and **SAP**