

# DARLENE WATSON

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## ADMINISTRATION MANAGER ♦ BUSINESS ANALYST

FINANCE & LEASE ADMINISTRATION

*Meets challenges with unusual fearlessness; invests passionately in outstanding results*

Accomplished professional with an unmatched talent for creating solutions to complex problems. Known for ability to exceed objectives, improve productivity, enhance customer service, and impact bottom-line. Applauded for designing and executing innovative processes that optimize operational effectiveness.

Areas of outstanding competency include:

- ♦ Continuous Process Improvement
  - ♦ Policy & Procedure Development
  - ♦ Change Management
  - ♦ Feasibility Analysis
  - ♦ Special Project Management
  - ♦ Cross-functional Team Leadership
  - ♦ Problem Solving & Decision Making
  - ♦ Operating Cost Reductions
  - ♦ Integrated Systems & Technology Solutions
  - ♦ Project Design & Tactical Planning
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## SELECTED CAREER HIGHLIGHTS

**CHANGE MANAGEMENT** (*"Darlene is critical to our continued success"...comments from performance appraisals*)

- ♦ **Played** a key role, over the course of three years, in wind down of Image Financial Services. Assessed work volume, staff abilities, and overall goals in order to implement change strategy for fifty individuals.
- ♦ **Collaborated** with IT staff and new management to recreate specialized reporting so that migration of remaining contracts was seamless; ensured that parent company's requirements were exceeded.
- ♦ **SPECIAL PROJECTS** (*"Darlene's detailed knowledge makes her an invaluable resource for special projects."*)
- ♦ **Mandated** by sales and marketing leader to create an elaborate sales reporting program. This tool optimized efforts of sales representatives, which in turn, improved revenue.
- ♦ **Optimized** lease reporting process which allowed for expedient contract bookings and resolution of errors. This process also served as an excellent managerial tool that linked to training needs and bonus calculations.
- ♦ **ADMINISTRATION** (*"Darlene is a key member of our management team; her commitment is unflagging."*)
- ♦ **Processed** over \$1 billion of new contract bookings during ten years. Consistently tweaked processes in order to achieve optimum performance.
- ♦ **Embraced** new technology to create start-up processes and procedures during reorganization. Managed up to nine individuals with diverse skills and personalities to form a cohesive, productive, and dedicated team.
- ♦ **CONVERSIONS** (*"Darlene is a source of knowledge for the entire company, in a way that no one is."*)
- ♦ **Led** team in a company-wide conversion that involved over 35,000 contracts with a net book value of \$355M; this complex project included reconciliation of two accounting methodologies.
- ♦ **Involved** in portfolio purchase with total value of \$27M. Conducted intensive two-month analysis to expedite the creation of new contracts to the new system.

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Page Two ♦ 905.123.4567 or 905.132.4567 ♦ gwatson@sympatico.ca

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## CAREER CHRONOLOGY

### **Mirror Financial Services – Milton, ON**

**1993 – 2007**

*Supplier of leasing services, MFS was a joint venture between Canwell Canada and SIM Group. With offices in Markham and Montreal, portfolio averaged approximately \$350M in assets with 20,000 contracts.*

#### **ADMINISTRATION MANAGER**

- ♦ Served as MFS's business analyst/project manager on all lease systems and related processes with CIT.
- ♦ Trained end-users on new systems/enhancements and prepared user documentation.
- ♦ Managed over \$350M of assets including contract changes, dispositions, assignments, and cash applications.
- ♦ Responsible for timely processing of new business contracts with annual budget in excess of 100M including documentation review, lien registrations, vendor payment, scanning documentation, and offsite storage.
- ♦ Managed general ledger reconciliation to Inflease system, including resolution of discrepancies.
- ♦ Prepared various accounting spreadsheets for financial reporting.
- ♦ Acted as key resource for shareholders.
- ♦ Recruited, trained, and led a team of up to nine individuals.
- ♦ Partnered with CFO as final employee remaining during closure of company.

### **Wilcorp Financial Services Inc – Burlington, ON**

**1986 – 1993**

*Financial organization that empowers industry leaders and emerging businesses by offering vendor, equipment, commercial, trade finances, consumer and structured financing capabilities.*

#### **ADMINISTRATION MANAGER**

- ♦ Managed over \$1 billion of assets and new business volumes in excess of \$700M.
- ♦ Trained, coached, and led a team of 40.

## COMMUNITY LEADERSHIP ROLE

- ♦ 715 Mohawk Squadron (Air Cadets) Sponsoring Committee Board of Directors
  - Investigated and completed proposals for community and provincial grants;
  - Contributed to fundraising initiatives.

## EDUCATION & PROFESSIONAL DEVELOPMENT

- ♦ CMA – completed 2 years – McMaster University – Hamilton, ON
- ♦ Reducing Your Organization's Cycle Time – York University – Toronto, ON
- ♦ Criticism & Discipline Skills for Managers – Career Track Seminar
- ♦ Dealing With Difficult People – Career Track Seminar
- ♦ Advanced Computer Skills – Adult Education Centre – Burlington, ON

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