

Sherry Davidson

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SUMMARY OF QUALIFICATIONS

More than twenty years of operations management experience. Demonstrated ability to lead diverse teams to success. Successful turnaround of underperforming departments with extensive experience the areas of:

- Strategic Planning
- Operational Improvement
- Regulatory Compliance
- Training & Staff Development
- Policy & Procedure Development
- Budgeting & Financial Management

RELEVANT PROFESSIONAL EXPERIENCE

Georgia Institute of Technology, Parking & Transportation Services, Atlanta, GA 04/2010 – Present
Director, Business Operations (Promoted January 2015)

Associate Director, Business & Technical Operations (/April 2010 – December 2014)

Responsible for management and supervision of the finance, customer service and information technology operations for Parking and Transportation, to include:

- Financial analysis, strategic planning, budgeting (operations and capital), customer and technology operations.
- Directing, hiring and training Finance, IT and Customer Service staff; including the establishment and implementation of all policies and procedures for the customer service/administrative operations.
- Collaborating with internal staff and campus partners to develop and drive the strategic direction of business operations.
- Ensuring adherence with Institute financial practices, policies and Generally Accepted Accounting Principles.
- Leading the internal team with the implementation of new systems (online permit purchases, LPR, parking enforcement application, new cameras in-office and several campus parking garages, RoVR collections and updated reporting).
- Writing RFP's/RFQ's for Parking's access revenue control equipment, permits and license plate recognition systems.
- Developing annual parking agreements for special groups and event parking.
- Analyzed cash flow; prepared and presented financial projections; managed budgets to reduce Parking's operations deficit and improve reserve balances.
- Provided consultation and direction for technical projects and compliance issues. Coordinated IT activities with department managers, end-users, and third-party providers, to meet business technology needs.

Curtis1000, Inc., Duluth, GA 9/2008 – 04/2010

Regional Customer Service Manager

- Led all aspects of service and operations for the Region's front-end administrative and finance departments (Customer Service, Finance, Estimating and Order Processing); managed a 48 person staff, including 4 direct team leads;
- Implemented process improvements to meet departmental metrics for reducing lead-time, improving customer on-time delivery, and customer retention.
- Developed departmental strategic goals and conducted monthly reviews to monitor and motivate employee productivity.
- Prepared customer contract pricing and written proposals for new and existing customers, and responsible for the department's budget management and adherence.
- Successfully managed administrative department through plant consolidation; hired and trained new associates, and implemented new processes to flawlessly execute regional plant consolidations – 100% client retention maintained.

Premier Mortgage Group, Inc., Atlanta, GA 12/1998 – 8/2008

Branch Manager / Co-Owner

- Successfully directed business operations and financial management activities for mortgage services start-up company; hired, trained and supervised employees while focusing on business development, service and financial management.
- Led all aspects of banking relations and financial and accounting reporting activities; prepared annual budgets to include analysis of budgeted versus actual results, identified key growth drivers and trends.
- Oversaw the implementation and training of the company's loan origination software system; monitored staff performance and provided ongoing guidance to ensure a productive and proactive work environment.

- Achieved revenue and customer retention goals while increasing profitability through relationship building, outstanding service delivery, and budget management.
- Conducted internal audits and improved the accuracy and integrity of loans processed; and formulated and implemented operational, compliance and sound fiscal policies and business practices.
- Received the President's Club Award from Top Lender, for maintaining the highest industry customer standards.

Advo, Inc, Atlanta, GA

11/1997 – 12/1998

Director of Client Services

- Managed the day-to-day Client Service operations for the Southeast Region, which included managing 3 front-line Client Service Managers and a team of 45 Client Service representatives.
- Responsible for budget development and management for the SE Region, Market P&L, and ensured company and client goals were met.
- Implemented standardized processing methods within the order fulfillment process.
- Worked with Sales Managers to develop and implement direct mail campaign for new, existing, and lost clients.
- Hired, coached and conducted staff performance reviews, salary adjustments, promotions and dismissals.
- Worked with a cross-functional team of Directors to provide strategic direction for the Southeast Region.

Colgate-Palmolive Co., Smyrna, GA

02/1992 – 11/1997

Customer Service Team Leader/National Accounts

- Managed and coached a diverse team, which included Customer Service Acct. Reps, Inventory, Collections, and Deductions Analysts to service the needs of Colgate's highest revenue accounts.
- Involved in all aspects of customer service, including problem solving, interfacing with internal and external customers, monitoring inventory and forecast levels, collection activity, and customer billing resolution to ensure all service objectives were met.
- Incorporated "One Face to the Customer" concept, which helped to reduce incoming deductions by 20% compared to 1st half 1996, and reduced account's Average Days to Pay by 4 days.
- Integral part of two successful implementation teams - CS Team Leader for the Total Toothpaste launch team and received award recognition for successful implementation of the SAP Sales and Distribution Module.
- 1996 Hall of Fame award winner for outstanding service, 1995 & 1996 Chairman's Award winner for high service level achievements.

Ford Motor Company, Houston, TX

03/1990 – 11/1991

Parts and Service Zone Manager

- Began in Ford's Centralized Customer Call Center; served as a liaison between dealerships and the customer to resolve service issues.
- Promoted to Parts and Service Zone Manager. Responsible for servicing multiple Ford Dealership accounts.
- Coordinated promotion activity for dealerships, which improved parts sales and enhanced activity for service agreements.
- Performed financial studies and made recommendations for business improvement, counseled dealerships on proper customer handling, and provided technical and parts locating assistance for customers.

EDUCATION

Kennesaw State University, Kennesaw, GA

Masters of Business Administration - Degree in Progress (expected completion May 2018)

Michigan State University, Lansing, MI

Bachelor of Arts Degree in Business Marketing (1990)

TECHNOLOGY SKILLS

MS Office Suite, SAP – Sales and Distribution, PeopleSoft, T2 FLEX, WorkFront, PARCS

LEADERSHIP TRAINING/PROFESSIONAL DEVELOPMENT

- Inaugural member of Georgia Tech's Leading Women @ Tech Program
- Member - Georgia Tech's Finance Council
- Member - National Parking Association
- Panel member - Women's Leadership Luncheon and annual Freshman Orientation Sessions
- GT's Financial Fundamentals Pilot Training Program – completed program
- CBMI (College Business Management Institute) – 2015, 2016
- Tutoring Director – organized program and tutored basic math through high school trigonometry
- Presenter – T2 Systems Southeastern Regional Conference - 2015