

MARY GARSON

Sparta, NJ | (C) 973-652-0984 | MarySample@sample.com | LinkedIn URL

HUMAN RESOURCES—PROJECT MANAGER / COMPENSATION ANALYST / DATA ANALYST

Currently pursuing master's degree in industrial and organizational psychology

Resourceful, top-performing Financial Analyst seeking career transition into Human Resources. Expert in research and analysis, data gathering, reporting, team leadership and relationship building. Skilled at building effective, productive working relationships with clients and staff.

Earned performance-based promotions in every position held

BRAND ATTRIBUTES

Problem Solver | Motivator | Counselor | Self-starter | Dedicated | Quick Study

"We need more people like Mary in this Organization." CFO

"When I give you a project to do I know it will get done. No need to worry about it or follow-up. You always come through and continue to exceed my expectations." VP of Finance

"I don't know what we would do without you. You are one of a kind." SVP of Operations

EXPANSIVE BUSINESS & TECHNICAL SKILLS

- | | | |
|-------------------------|-----------------------------|---------------------------|
| ▪ Talent Development | ▪ Reporting & Analysis | ▪ MS Office / Dynamics GP |
| ▪ Personnel Management | ▪ Auditing / QA | ▪ Crystal Reports |
| ▪ Negotiation | ▪ Customer Service | ▪ QuickBooks |
| ▪ Communication | ▪ P&L Management | ▪ IBM Supplier Network |
| ▪ Regulatory Compliance | ▪ Financial Management | ▪ OB10 (e-invoicing) |
| ▪ Client Support | ▪ Office & Clerical Support | ▪ Oracle (ERP) |
| ▪ Strategic Planning | ▪ Forecasting & Budgeting | ▪ Ariba |
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EXPERIENCE

EXCABO, INC., POINT PLEASANT, NJ (2007–PRESENT)

ExCabo manages telecom expenses for fortune 500 Companies; \$145MM industry leader

Financial Analyst, 2008–Present

Promoted by VP of Operations following ISG acquisition to serve as New Jersey offices' primary point of contact for AR, Revenue, Contract Management, Budgeting and other financial functions. Manage fixed costs for seven business units, contribute to quarterly and annual forecasts, develop and manage operational budgets, define financial models, interpret and review financial metrics, research and resolve variances and omissions, supervise and train AR staff, manage and control profit and expenses and conduct bi-weekly C-level revenue meetings. Work closely with HR to approve compensation for new hires. Currently manage P&L for seven business units representing 60% of total company revenue.

Key Contributions

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EXCABO, INC., POINT PLEASANT, NJ (CONTINUED)

- ***Eliminated two-month Billing and Revenue backlog*** following ISG acquisition helping to position ExCabo for initial public offering (IPO).
- ***Reduced month-end closing from 15 to 2 days*** (despite very limited staffing) ***further positioning ExCabo for its successful 2010 IPO.***

SAMPLE

Audit Analyst, 2007–2008

Spearheaded Audit Department's claim management process to include entering, closing, invoicing and reconciling all claims. Generated daily, weekly and monthly management reports, helped institute and automate performance metric reporting, supported implementation and documentation of operational procedures and helped develop and implement contract database for managing Client/Vendor contracts. Executed second time audits on all accounts monitored by senior auditors.

Key Contributions

- Liaised with IT to create and implement a critical Key Performance Indicator (KPI) database and report that has been in use since 2007.

OPEN SHUT THEM, HUNTINGTON, NY (2005–2007)

High-end window and door manufacturer

Order Processing Specialist III / Sales Coordinator

Supported Sales and Service functions by completing purchase processes, distributing purchase orders to vendors, overseeing factory credit requests, assessing cancellations, recovering payments, responding to service requests and organizing service contracts for warranty regulations.

Key Contributions

- **Improved customer satisfaction rating; reduced product and service complaints.**
- Verified and processed orders from 12 sales centers with **99%+ accuracy rate.**

STARSHIP COMM CORP., DIEHL, NJ (2004–2005)

Dish Network TV Services provider; 1000+ employees

Quality Assurance Specialist, 2004–2005 | Customer Services Representative III, 2000–2004

Oversaw customer service specialists ensuring quality customer phone support, conducting and responding to customer service surveys, developing quality and productivity management reports and facilitating daily training sessions. Collaborated with Human Resources and Training department to design comprehensive training materials and identify strengths and weaknesses of the newly hired agents.

Key Contributions

- **Earned Top QA Performer award every month from 2000 to 2004. Recognized with Peer Choice award.**
- Proposed and implemented strategies that **improved customer service.**

EDUCATION

Bachelor of Science in Business Administration, University of Abelow (2009)

Associate of Arts in Social Science, Monmouth County College (2005)

*Currently completing a Master of Science in Industrial and Organizational Psychology
Grand Base University (anticipate graduation in 2014)*

Fluent in English and French