

DENISE H. DONNELLY

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OBJECTIVE:

Seeking challenging employment in a fast-paced environment while combining creativity with business and technical skills for additional professional growth, resulting in a mutually beneficial relationship.

PROFESSIONAL SUMMARY

A seasoned professional with a comprehensive background in project management, software implementation, business analyst, budgeting, general and tax accounting. Experience with residential and commercial mortgage services, financial services, telecommunication, manufacturing, pharmaceutical, technology utilities and higher education.

EMPLOYMENT:

Dec 2004/Feb 2012

West Asset Management (Atlanta, GA)

Client Implementation Project Manager/Business Analyst

- Elicit detailed business and functional requirements from stakeholders and clients via interviews and by facilitating information gathering sessions. Work with stakeholders on business case development, refinement, and justification.
- Analyze elicited business requirements to identify affected systems, business groups to involve, reason for project initiation, and determine project scope.
- Serve as a liaison between internal business subject area experts and technical teams. Conduct formal and informal business requirements reviews with internal business groups, and technical teams to assure client business requirements are understood and systems and processes are set up correctly.
- Recommend software designs, or software purchases, and developed operational procedures and process workflows. Assist with screen design, report designs, training documentation and interface issues. Lead the development and maintenance of standard business and functional documentation and process flows.
- Responsible for the development of the project plan, activity tracking, deliverables, scope, monitoring cost, issues, risks, releases, and lessons learned. Work closely with Account Manager to ensure a smooth transition of project.
- Facilitate clients requirements work sessions. Lead the development and maintenance of standard business and functional documentation and process flows. Worked with Business Analyst on the completion of client intake business specification requirements, functional specification document, business and technical process flows, and streamlined technical documents confirming they were in accordance with client requirements, systems integration, state and federal regulations.
- Communicate project status directly with client, stakeholders, executive management and internal project teams as required. Status report includes current status, issues and risks.
- Work with Director of Sales and Account Manager to complete RFP and Statement of Work.
- Administrator for the company's Federal and State Mortgage Licensing requirements processed through NMLS system for the company's and its mortgage loan originators. Responsible for the registration, maintaining education requirements, renewal and quarterly MCR reporting.

RECOVERY SPECIALIST

- Worked on the recovery of commercial and consumer first and third party accounts in a variety of industries.

Feb 2003/Nov 2004

RMS Corporation (Atlanta, GA)

COMMERCIAL RECOVERY SPECIALIST

- Worked on the recovery of commercial and consumer third party accounts in the communication industry.

- Represented client's collection expectations and objectives, maintained call volume, collection goals, analyzed claims, resolved disputes, skipped traced accounts, and trained other team members.

Oct 2001/Nov 2002 **Northwestern Mutual Life Insurance** (Atlanta, GA)

INSURANCE AGENT

- A licensed Health, Life and Auto insurance agent selling policies to individuals and companies.

Sep 2000/Sep 2001 **IBM Corporation** (Atlanta, GA)

PROGRAM/PROJECT MANAGER (Contract Position through InfoLynx)

- Program Project Manager as an essential part of the IBM Program Office. Worked with director to manage this three phase project.
- Worked on a team consisting of IBM, Accenture Consulting, ARIBA and client to develop a B-2-B ERP marketplace solution.
- Responsible for developing plans, monitoring and consolidation the data of eleven sub projects that span across three phases. Responsible for release management of each phase.
- Prepared weekly status reports, to track, measure, monitor, and control progress and performance against budget, schedule and scope.
- Monitored and managed the deliverables, project change requests, and identified risks and issue management.
- Managed resources of over 250 individuals, 650 tasks and a total project value of over \$12 million.

Jun 1997/Jun 2000 **American Software, Inc.** (Atlanta, GA)

BUSINESS CONSULTANT/SOFTWARE SUPPORT

- Worked as the main point of contact with client gathering business requirements, communication project status and requirements, negotiating issues, and building business relationships.
- Worked with development to create a system that is effective, efficient, and easy to use simple to learn. Always incorporated measures to minimize operational/business processing errors.
- Responsible for integration and implementation of client specific ERP and Flow software solutions. Worked with the following companies Newell, S.C Johnson, Lenox, Airbus
- Member of the initial Flow Demand team using SDLC to develop American Software Demand Flow Manufacturing software. Worked closely with Director of Development and Program Manager for the release management of each new phase.
- Responsible to testing flow software functionality according to specifications.
- Certified ISO 9000 auditor, performed internal audits and Certified Demand Flow Consultant

Oct 1995/May1997 **Independent Consultant** (Atlanta, GA)

PROJECT MANAGER/CONSULTANT

Independent business consultant/project manager working with a variety of companies. Analyzed business operations, gathered business requirements, developed business cases, consolidated systems, implemented business and software solutions, managed projects, conducted training, tested software, and developed procedures and process flows. Worked with the following companies Spellman College, Daily.Commerce, Lan Vision, GTE, and Promina Hospital.

Oct 1987/Jun 1995 **Yokogawa Corporation of America** (Newnan, GA)

VICE PRESIDENT, BUSINESS DEVELOPMENT & CORP. PLANNING

Identified and developed global business strategies/partnerships to create international growth opportunities and critical marketing initiatives. Created business Pro-Forma plans and budgets. Worked with engineering on prototype products and tested functionality. Responsible for incorporating Just In Time (JIT) through all phases of the company. Negotiated Domestic and International Partnerships and Alliances, terms and conditions of purchase contracts, patents covering new products, business acquisitions, and royalties.

VICE PRESIDENT, FINANCE/IT DIVISION

Responsible for all accounting, tax, & auditing functions, treasury, financial planning budgeting, reporting, stability, liquidity, direction and growth. Worked with President to manage business organizational change. Officer of both YCA and YUSA. Responsible for Administration, Information Technology, Human Resources, Customer Service, Inside Sales, Service Repair, Resale and Distribution Inventory. Turned an 8 million dollar loss into a profit in less than 15 months.

CONTROLLER, ACCOUNTING MANAGER

Evaluated, and implemented a new comprehensive accounting system to handle detailed financial reporting and department budgeting, allowing the ability to consolidation all divisions or view the performance of any business segment. Implemented a cost & control system which included semi-annual inventory audit, reducing the variance between book to actual by over 80%. Responsible for the internal and external reporting requirements. Coordinated the activities of General Ledger, Accounts Payable, Accounts Receivable, Tax, Cost, Budgeting, and Payroll. Implemented vertex sales/use system and handled the tax audits for more than 30 states. Established rebuttal to IRS unfair international transfer pricing allegation and won.

EDUCATION

St. Mary's College, Notre Dame

Bachelor Business Marketing (anticipated 2012)

CERTIFICATIONS

Certified Demand Flow Consultant

Certified ISO 9000 Auditor

Registered Insurance Agent (Health, Life & Auto)

Preparing for PMP Certification

AFFILIATIONS

Project Management Institute

Project Management Community

Georgia Industrial Association

Rotary Club

Treasury Management International