

CHRISTOPHER G. RUSSO - M.P.A.

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August 28, 2013

Ms. Sandi Bolser
City Clerk, City of Bunnell
1769 E. Moody Blvd.
Bunnell, FL 32110

Dear Ms. Bolser:

A City Manager's ability to enhance operational performance levels across key corporate-defined metrics contributes significantly to the achievement of service and satisfaction goals. Throughout my progressive and successful career within the non-profit and not-for-profit sectors, I have effectively leveraged this essential skill-set component to provide decisive leadership and consistently deliver measurable results. I have included a copy of my résumé to provide an overview of my qualifications and career accomplishments, and I would welcome the opportunity to further discuss the potential contribution that I could offer in a senior-level management position.

As I progressed through positions of increasing responsibility to Operations Manager - Financial Services at AAA Southern New England, I developed and refined the analytical, cross-functional team collaboration, and program-development competencies required to ensure the achievement of quality assurance, compliance and sales goals. I have spearheaded cross-training initiatives, served as the impetus to improve interdepartmental communications, and provided tactical and consultative guidance on quality and compliance issues at all levels of complexity within the Financial Services Division. My ability to integrate industry knowledge with technology-based solutions has also heightened my effectiveness in managing revenue and expenditures. I am adept at defining the new policies and protocols needed to optimize employee efficiency and productivity within the framework of bottom-line revenue objectives and budget parameters. I believe the strength of my qualifications lies in my ability to accurately analyze and assess business operations and processes, quickly identify areas of inefficiency, and effectively develop and execute strategic rectification plans.

Additional personal attributes that have contributed to my effectiveness as a manager include effective oral and written communication skills, strong critical thinking abilities, and a proactive approach to addressing emerging issues to enhance and sustain operational efficiency. My decisive leadership abilities have allowed me to build, tactically guide, and motivate cohesive and productive teams that have exceeded performance expectations.

I am confident that a face-to-face meeting would serve as an excellent forum to facilitate your further assessment of my qualifications while allowing me the chance to expound on my professional capabilities. Please do not hesitate to contact me with any specific questions, to request additional information, or to schedule a meeting at your convenience. I look forward to the prospect of future discussions. Thank you for your time and consideration.

Sincerely,

Christopher G. Russo

Enclosure

CHRISTOPHER G. RUSSO – M.P.A.

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PROFILE

- ❖ Offering extensive experience in the financial industry complemented by proven non-profit management capabilities. Strong record of success in the achievement of revenue-building objectives within competitive business environments. Definitive strengths include proficiency in quality and compliance-assurance monitoring and the ability to devise and implement efficiency-improvement plans to enhance overall performance.

Areas of Effectiveness

- Strategic Relationship Building
 - Team Leadership and Development
 - Documentation Management
 - Tactical Sales and Compliance
 - Company Advocacy
 - Training Program Implementation
- ❖ Articulate and persuasive communicator with the ability to deliver high-impact presentations to prospective partners and to impart essential information during training sessions with colleagues.
 - ❖ Adept at building and leading productive, cohesive teams capable of meeting and exceeding corporate revenue-expansion goals.

PROFESSIONAL EXPERIENCE

AAA Southern New England, Providence, Rhode Island
Operations Manager – Financial Services (2006 to Present)

2001 to Present

Advanced through positions of increased responsibility after initially being hired by this leading provider of automotive services, travel services, insurance, and financial services during a period of corporate expansion in the Rhode Island, Massachusetts, Ohio, New Jersey and Connecticut territories. Promoted to operations specialist in 2006 and given expanded responsibility to provide strategic oversight of Quality Assurance/Compliance Department operations, Call Center operations in the Financial Services Division and regional branch offices throughout Rhode Island, Massachusetts and Connecticut. Hold concurrent responsibility for executing all functions associated with the position of business analyst.

- Provide consultative expertise to members of the Marketing Department, IT Department, Insurance Department, Emergency Road Service Department, Branch Operations Department, and Accounting Department to provide ongoing guidance on compliance issues and documentation management procedures. Increase lending volume at out-of-state AAA clubs by providing tactical support and by conducting demonstrations on loan programs and processes to improve sales performance.
- Set up a program that improved loan sales volume by facilitating communications between the Insurance Department and the Financial Services Division.
- Wrote new procedures that aligned both departments with mandated banking regulations including protocols related to file retention and computer operations efficiency.
- Spearheaded the initiative to implement a cross-training program that improved service quality by increasing the number of employees trained to respond effectively to auto loan inquiries.
- Selected to serve as a mentor to provide career advice for employees seeking to advance within the organization.
- Earned distinction as the recipient of a “Spot Award” in recognition of exemplary efforts in supporting technology enhancements during a major computer system upgrade.
- Contributed content material for an article on equity loans that was published in the company’s monthly newsletter.

Business Analyst (2005 to 2006)

- Transitioned into this newly created position within the Financial Services Division and given accountability for analyzing and testing the operability of software and hardware systems during a major information technology upgrade.
- Interfaced with IT personnel and commercial software developers to address system performance issues and to rectify emerging problems with the potential to impact end-users’ efficiency.
- Proposed the integration of specific field changes in end-user screen displays and suggested interface modifications that optimized networking communications between department personnel and lenders.
- Conducted formal training sessions to instruct new and existing end users on the operation of newly installed software programs. Served as the main point of contact to provide troubleshooting guidance for all Web-centric communications.
- Acted as systems administrator with responsibilities centered on installing/upgrading hardware and software applications to maintain the integrity of local and wide area networks.
- Enhanced loan processing efficiency and contributed to a 50 percent increase in sales volume by forging supportive, strategic relationships with the AAA Southern New England Club, Pioneer Valley Club and AAA Ohio Club.

Consumer Lending Specialist (2001 to 2005)

- Promoted to consumer lending specialist in the Financial Services Division in 2002 based upon strong performance record while supporting the sales force across all service and processing functions for the company’s line of equity and automotive loan products.
- Met the challenge to expand loan revenues generated from the greater Providence metropolitan area and surrounding communities by aggressively implementing business-development plans centered on the forging of profitable relationships.

Continued

Consumer Lending Specialist (2001 to 2005) . . . continued

- Planned and conducted high-impact presentations with a focus on aligning product offerings with customers' specific needs and financial positions.
- Implemented comprehensive training initiatives to instruct new hires in loan programs, data management technology, and business processes. Trained existing employees in the use of proprietary account management and processing technology.
- Selected to serve on the committee charged with the development of design plans for a new networked computer system. Provided strategic guidance and support to employees at all branches during system rollout.
- Conducted employee audits that included the review of documentation with an emphasis on maintaining the efficiency of processing activities in accordance with prescribed procedures.

Advanced Financial Services, Newport, Rhode Island

2000 to 2001

Team Leader / Senior Loan Officer

Advanced rapidly to team leader with full autonomy for directing loan officers, administrative support staff, and underwriters in day-to-day business activities related to the sale of residential mortgage loans.

- Executed tactical sales plans to enhance revenues from all product offerings including conforming and nonconforming loan programs.
- Secured consumers' credit ratings, arranged and reviewed property appraisals, and analyzed debt-to-income ratios to assess risk levels.
- Trained and supported team members in tactical sales techniques to optimize profit potential.

Colonial Mortgage Group, East Providence, Rhode Island

1999 to 2000

Mortgage Loan Originator

Home Loan Investment Bank, FSB, Warwick, Rhode Island

1997 to 1999

Senior Loan Officer / Department Supervisor

EDUCATION

Roger Williams University, Bristol, Rhode Island

Master of Public Administration Degree

2013

Roger Williams University, Bristol, Rhode Island

Bachelor of Arts Degree, Political Studies

Minor: Business Management

1997

COMPUTER SKILLS

Proficient in the use of Microsoft Word, PowerPoint, Excel, WordPerfect, Gallid, Genesis, Empower, StreamLend, Calyx Point, CMSI Origenate, CMSI Configuration Manager, OnBase, AVAYA, CXM, Nortel Symposium/Contact Center and practical use of IBM SPSS and MS Access.

CIVIC ORGANIZATIONS

The American Society for Public Administration (ASPA)

2012 to Present

Member

City of East Providence, Rhode Island

2004 to 2009

Carousel Park Commissioner/Treasurer

- Appointed by the acting mayor and City Council to serve on the East Providence Carousel Park Commission with responsibility for providing strategic planning and management services in accordance with specific fund-raising, preservation, and park-development goals.

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REFERENCES

Gerald Zeoli
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